

CA20N  
DT  
-T66



# Transit for Physically Disabled Persons **1987 FACT BOOK**



Ministry  
of  
Transportation





## MESSAGE FROM THE MINISTER

I am pleased to introduce this third annual Fact Book (1987) of Transportation Services for Physically Disabled Persons.

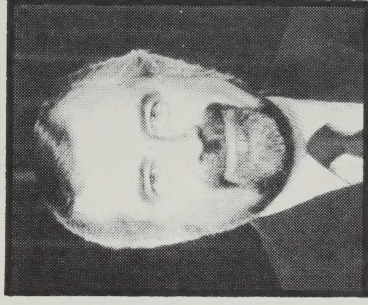
The information provided in this book is helpful to municipal officials, transit administrators, operators, provincial staff and other concerned individuals. Since its first issue, the Fact Book has encouraged discussions among consumer groups and has been used as a basis for improvements to transit services for physically disabled persons.

The accomplishments of transit service providers over the past few years has certainly been encouraging. For example, at the start of 1979, six Ontario municipalities offered special transit services to people with disabilities. Today, 58 municipalities are committed to providing specialized services.

Since the inception of the provincial funding program for specialized transit, ridership has increased seven fold. As a result, service providers are continuing to improve services to meet this tremendous growth in demand.

The availability of public transit enables people with disabilities to enjoy an independent lifestyle. It allows them to participate in society's mainstream, and puts new labour, educational and recreational opportunities in their path.


My government will continue to make transit for people with disabilities a priority. In addition, I am confident, that municipalities across the province will do the same, as more and more disabled persons begin using public transit to participate in every aspect of community living.



*Ed Fulton*

Ed Fulton  
Minister of Transportation

CALON  
DT  
-T66



Digitized by the Internet Archive  
in 2023 with funding from  
University of Toronto



## FOREWORD

The Fact Book provides a summary of operating characteristics and results for those Ontario municipalities providing transit services for physically disabled persons during the 1987 calendar year.

The data in the Fact Book has been derived from information supplied by the individual systems. An attempt has been made to reflect comparable and consistent data for all systems by using common definitions for each data element.

The Fact Book is currently produced by the Ministry of Transportation and is published annually. In this respect, the document should prove to be a useful resource for municipal officials and transit administrators in continuing to review and to develop their respective systems.

Any inquiries concerning individual system data should be directed to the systems' contact persons. However, requests for additional copies or information of a general nature may be directed to:

Transit Office  
Ministry of Transportation  
3rd Floor, West Tower  
1201 Wilson Avenue  
Downsview, Ontario  
M3M 1J8  
Telephone: (416) 235-4010

## TABLE OF CONTENTS

	Page No.	Page No.
INTRODUCTION	3	DEFINITIONS/EXPLANATIONS 10
PROVINCIAL FUNDING POLICIES	4	INDIVIDUAL SYSTEM STATISTICS 19
SERVICE OPERATION SUMMARY	5	PERFORMANCE INDICATOR FORMULAS 122
		HANDY REFERENCE COMPARISON 125

# MUNICIPALITY

Page No.

Ajax	20
Barrie	22
Belleville	24
Brantford	26
Burlington	28
Cambridge	30
Chatham	32
Cobourg	34
Cornwall	36
Dryden	38
Espanola	40
Fort Frances	42
Guelph	44
Halton Hills	46
Hamilton-Wentworth	48
Hanover	50

Page No.

Jaffray & Melick	52
Keewatin	52
Kenora	52
Kingston	54
Kingston Twp	54
Kitchener	56
Leamington	58
Lindsay	60
London	62
Markham	64
Milton	66
Newcastle	68
Newmarket	70
Niagara Falls	72
North Bay	74
Oakville	76

# **MUNICIPALITY**

## Page No.

Orillia	78
Oshawa	80
Ottawa-Carleton	82
Paris	84
Peel	86
Peterborough	88
Pickering	20
Point Edward	94
Renfrew	90
Richmond Hill	92
Sandwich West	118
Sarnia	94
Sault Ste. Marie	94
Scugog	98

## Page No.

St. Catharines	100
Stratford	102
Sudbury	104
Thunder Bay	106
Timmins	108
Toronto	110
Uxbridge	98
Vaughan	112
Waterloo	56
Welland	114
Whitby	116
Windsor	118
Woodstock	120



## INTRODUCTION

Transit services for physically disabled persons in Ontario have experienced significant change and growth during the past decade. Prior to 1979, there were only ten transit systems for physically disabled persons operating in the Province. This has grown to fifty eight systems currently being subsidized through the Ministry of Transportation.

The services are becoming more visible in the community and are subject to increased scrutiny by passengers, other citizens, elected officials and other interested groups, whose objectives, expectations and perspectives towards the services vary widely. The availability of uniform information sources should contribute to a greater understanding about the services, and lead to effective and constructive communications among the respective parties.

In addition, a comprehensive and consistent database will assist those providing services to share experiences and identify improvements towards more efficient and effective transit services for physically disabled persons.

Consequently, the Ministry of Transportation has

introduced this Fact Book of transit statistics to meet the following objectives:

1. Promote a consistent and uniform database in order to facilitate comparisons among transit systems for physically disabled persons.
2. Increase the general level of understanding about transit services for physically disabled persons.
3. Provide a formal forum for information exchange with other provincial ministries, external agencies, service operators and interest groups.
4. Provide an opportunity for municipalities/operators to share experiences in order to assist them in maximizing service productivity and optimizing cost efficiency.
5. Assist local officials in relating their policies (fare level, eligibility requirements, etc.) and results (number of passengers, etc.) to other similar systems on a general level.
6. Assist communication between local elected

officials and the management of transit systems for physically disabled persons, and further enhance managements' accountability to the public agencies and the public at large.

Data is presented in six categories. The first five categories (Registrants, Financial, Service, Vehicles, and Employees) contain information describing the type of service and scale of operation, and results documenting the amount of service provided, annual passengers, costs and revenues, etc. In the last category, Performance Indicators, data from the other five categories has been used to generate statistics on financial performance, cost effectiveness and efficiency, utilization, and productivity.

In order to achieve consistent and comparable data between systems, standard definitions are included in this report and should be read in conjunction with the applicable data.

Since the data for each system is affected by many factors, similarities and differences between various communities and transit operations should be carefully considered when making comparisons. The effectiveness of this report in providing a

communications tool for sharing information and experiences depends on the cooperation and contributions of the municipalities in providing a complete set of consistent data, and on the users of the Fact Book to interpret it in its proper context.

## PROVINCIAL FUNDING POLICIES

In 1987, the financial support provided by the Ministry of Transportation for the provision of transit for physically disabled persons was intended "to assist municipalities to provide service to those individuals who regardless of age, are unable to board regular transit facilities."

The eligibility of individual passengers is determined and enforced by each municipality. This generally requires a declaration of the person's inability to board regular transit facilities and may be ruled on by an eligibility committee or municipal official.

Funding for transportation for physically disabled persons is available to any municipality wishing to provide this type of service. Funding must be requested directly by a municipality for services operated. In 1987, the eligible **capital costs** incurred by municipalities



were subsidized at the rate of 50 percent.

The operating subsidy was comprised of four components:

- Basic;
- Passenger Based;
- Specialized Computer Assisted Scheduling and Dispatching; and
- Specialized Vehicle Subsidy.

The **Basic Operating Subsidy** amounts to 25 percent of the eligible costs, where service is provided using vehicles purchased with provincial funding assistance, or 30 percent of the eligible costs in cases where the service is provided using vehicles which were purchased without Provincial funding assistance.

For 1987, the **Passenger Based** subsidy rate was \$2.85 per eligible passenger trip, (ie, excluding those trips made by attendants and companions). Also, a trip length factor was applied to increase the Passenger Based subsidy for those municipalities with lengthier passenger trips. The factor was determined by dividing the average passenger trip length in kilometres by nine (9) kilometres, and was limited to a maximum factor value of 1.4. The maximum Passenger Based subsidy rate

therefore was  $1.4 \times \$2.85 = \$3.99$ . Furthermore, the sum of the Basic subsidy and the factored Passenger Based subsidy was not to exceed 50 percent of the actual net operating cost.

The **Specialized Computer Assisted Scheduling and Dispatching** subsidy component was available to those systems whose size and geographical coverage justified computer assistance. The operating costs associated with the automated scheduling and dispatching function were eligible for 50 percent subsidy.

The **Specialized Vehicle Subsidy** applied to operation of specialized or "purpose built" vehicles, such as the Orion II, designed specifically for transporting physically disabled persons. This additional subsidy was calculated at the rate of three percent in 1987.

A subsidy ceiling limited the total operating subsidy payable to a municipality to 75 percent of the actual net operating costs.

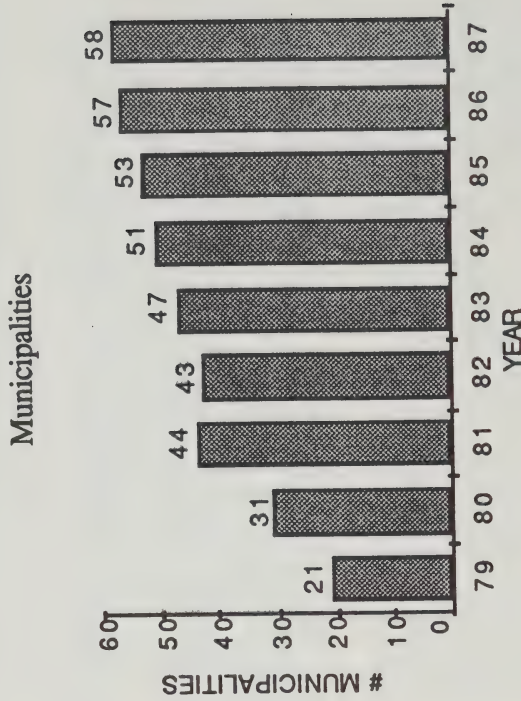
Municipalities participating in the Provincial funding program, agree to recognize the eligible status of non-residents registered in other participating municipalities in

Ontario. Therefore, service may be requested in all other participating municipalities by an individual registered in a municipality receiving Provincial funding under this program.

## SERVICE OPERATION SUMMARY

Although funding must be requested directly by a municipality, the service may be operated by the municipality directly or by others on its behalf. The operational alternatives for providing specialized transportation services include concerned citizens, service clubs, private contractors, taxi companies, municipal departments, and transit departments or commissions. A system may be comprised of one or more than one of these groups.

The graph indicates the growth in the number of municipalities providing services from 21 municipalities in 1979 to 58 municipalities in 1987.





## Advisory Committee

A municipality may find it useful to establish an advisory committee to aid in setting policy for the operator. This committee may be comprised of interested citizens, users, municipal officials or staff members from various municipal departments. As well, a separate eligibility committee could be established to determine the eligibility of the applicants for service. In 1987, *eight* municipalities indicated that they had not established an advisory committee.

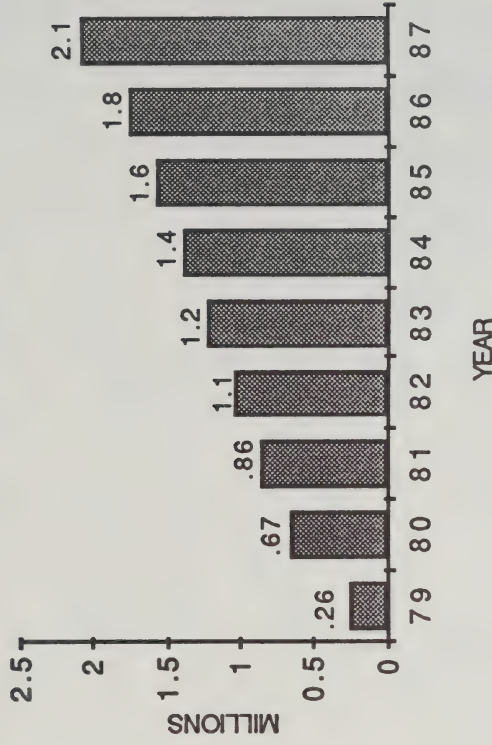
## Registrants

At the end of 1987, approximately 51,000 persons were registered as eligible for transit services for physically disabled persons, of which approximately 44% were wheelchair registrants, 53% were ambulatory registrants, and 3% were temporary registrants.

## Passengers

The total number of eligible passengers carried in 1987, per the provincial guideline, was approximately 1,989,000 of which approximately 45% were wheelchair users and 55% were ambulatory passengers. This compares with 257,000 passengers carried in the latter six months of 1979. The graph shows the growth in the total number of passengers carried since 1979.

## PASSENGERS



The annual increase in passengers carried across the Province has been:

	80/81	81/82	82/83	83/84	84/85	85/86	86/87
	29%	22%	18%	14%	9.5%	20%	20%

83,000 trips, or *four* percent of all trips carried in 1987 were attendants and companions.

## Level of Service

A municipality may provide the level of service it deems appropriate. Larger municipalities, with conventional transit services, could use regular transit hours and days of service as a guide. Municipalities without regular transit would determine the needs of disabled persons within the community and attempt to offer at least regular weekday services to match these needs.

## Costs

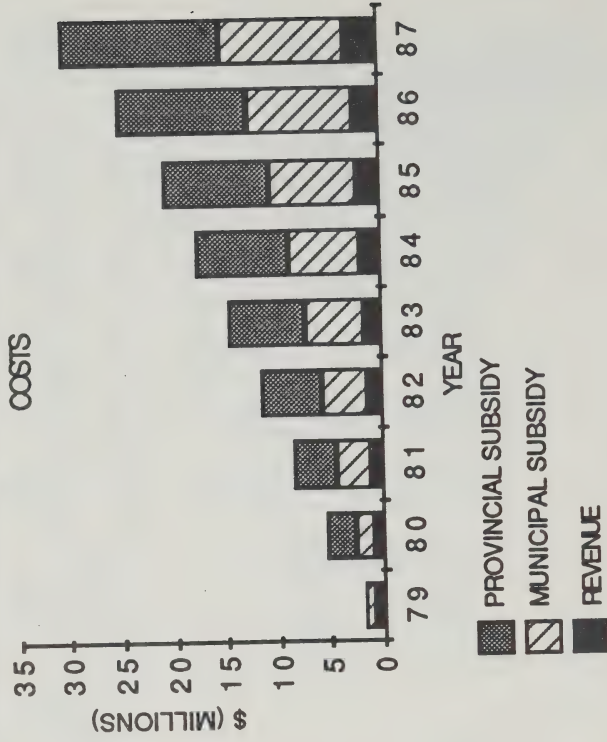
In 1987, operating costs for transit services for physically disabled persons totaled approximately \$30,374,000. Due to the nature of the services, the cost per passenger, which averaged \$14.55 in 1987, is significantly higher than the figure for conventional transit services. The average cost for conventional transit services in 1987 was approximately \$1.30 per passenger.

## Revenue

The total revenues in 1987 were approximately \$3,382,000.

In addition to revenue from regular service fares, which amounted to \$2,718,000 in 1987, a total of \$664,000 was received from other sources including contracts and charters, advertising and charitable cash donations.

The graph indicates the growth in the total operating costs and total revenues since 1979. The overall revenue to cost ratio for each year is indicated below the graph.



YEAR	79	80	81	82	83	84	85	86	87
R/C (%)	15.5	15.2	13.4	12.2	11.1	11.1	10.9	10	11

Financial donations received by a municipality from corporations, service clubs and private citizens may be used by the municipality to offset or augment its share of the cost of the services without affecting the level of subsidy, and in turn providing a potentially greater level of service than otherwise possible.

### Service Type

Trip origins and destinations of physically disabled passengers in this type of service are widely dispersed and the specific pick-up and drop-off points for passengers is at the discretion of each municipality. According to the municipal policies, 14 systems operate from curb to curb, 23 systems operate from accessible door to accessible door and 14 systems operate from door to door. The selected policy can influence the productivity level of the system.

### Fares

The municipality sets the passenger fares for transit services for physically disabled persons. These fares should be no less than the published fare rates of the conventional municipal transit system, or a minimum of fifty cents (\$0.50) per one way trip in municipalities without a conventional transit system. In 1987, the adult fares ranged from \$0.75 to \$2.25.

*Thirty-one (61%)* systems levied adult fares that were different than adult fares of the conventional transit system. *Seven (14%)* systems charged different fares for different passenger categories (i.e., student, children and senior citizens), and *29 (57%)* systems sold tickets, tokens, punchcards or monthly passes.

### Vehicles

A variety of vehicles were used in providing transit service for physically disabled persons in 1987. In some municipalities, more than one type of vehicle was operated with or without the flexibility to transport both wheelchair and ambulatory passengers. The total vehicle fleet breakdown was: 43 sedans/station wagons, 122 modified vans, 141 small buses, and 103 purpose-built buses.

As with conventional transit, the demand for service for physically disabled persons differs for various time periods. Typically, there will be a rush period in the morning corresponding with work start times and rehabilitation centre openings as well as afternoon return trips for work related trips and medical appointments. Evening and weekend service demands are low in comparison to the two daytime peak periods. The total number of vehicles operated in peak service in Ontario in

1987 was 344, with 295 vehicles in midday service, 103 vehicles on Saturday and 85 on Sunday.

Non-dedicated vehicles (eg, taxis, sedans, livery) were used by 12 municipalities in providing transit services for eligible registrants. In 1987, approximately 196,000 passenger trips were made by non-dedicated vehicles, which accounted for 9% of total passenger trips. These trips were provided at an average cost of \$6.38 per trip.

### **Employment**

Transit services for physically disabled persons employed 920 people in Ontario for 1987. There were 447 full-time, 171 part-time, and 8 shared operators, plus 176 full-time, 75 part-time, and 43 shared other employees (reservationists, schedulers, dispatchers, vehicle maintenance employees, supervisory personnel and administrators).

Volunteer involvement can be very beneficial to a community and at least 27 volunteers performed such duties as reservationists, dispatchers or schedulers.

**Note:** It should be noted that the summaries presented in this section reflect the data as it is presented in the Fact Book. No corrections were made for missing data.



## DEFINITIONS/EXPLANATIONS

### *Service Start*

The year in which transportation services for physically disabled persons commenced operations in the municipality.

### *Service Area*

The geographic area served by the transit service.

### *Population Served*

The total population within the service area.

### *Advisory Committee/Board of Directors*

This is a group of concerned and knowledgeable citizens including members from various municipal departments whose main function is to develop policy. The committee determines the best operator of the service, determines if any co-ordination of services is possible, reviews applications for the disabled, sets service standards, and operating policies, etc.

### *Registrants*

### *Eligibility Criterion*

The provincial eligibility guideline for 1987 stated that

service were for "persons who regardless of age, are physically unable to board regular transit facilities." However, interpretation varied between municipalities. Typical eligibility definitions include:

Unable to board: Includes persons physically unable to climb three steps to board a regular transit vehicle.

Unable to use: Includes persons unable to board plus persons unable to walk 175 m to a bus stop.

Unable to use with dignity: Includes persons unable to board and unable to use, plus developmentally handicapped and visually impaired persons.

### *Eligibility Committee*

A group separate from the Advisory Committee, made up of municipal officials or staff, representatives from medical agencies, or users of the system, who are responsible for reviewing applications and determining the eligibility of the applicants for the service. This group would be chaired by a member of the Advisory Committee.

### ***User Registration***

Users of the transit service should be registered with the system. However, registration procedures vary between municipalities. Passengers should carry **registration cards** to ensure that services are provided to eligible users and also to permit registrants access to services in other municipalities.

### ***Waiting List***

The number of persons on a waiting list as of December 31, 1987 waiting to be registered. Service providers should be encouraged to register all those persons eligible for service, regardless of whether there is sufficient availability of service. The registrants of the service should be serviced on a first come first service basis. The unmet demand would then be measured by the number of unaccommodated trips.

### ***Eligible Registrants***

The total number of people registered with the system as of December 31, 1987, including temporary registrants, who are deemed eligible as per the provincial eligibility criteria. The proportion of wheelchair users and ambulatory users is also indicated.

### ***Other Registrants***

The total number of registrants that are not deemed eligible as per the provincial guidelines.

### ***Registration List Screening***

An indication of how often the list of registrants is completely screened or updated to verify eligibilities.

### ***Attendants and Companions***

An attendant is someone who must accompany the passenger to provide assistance. A companion is someone who is not physically disabled and is not accompanying the passenger to provide assistance. Some systems permit companions where space is available.

### ***Visitor Eligibility***

An indication of whether a physically disabled person visiting from an outside municipality is eligible to use the service provided by the municipality.

### ***Eligible Passenger Trips***

The number of **one-way trips** made in 1987 on regular service by eligible passengers per the provincial guideline, including trips on non-dedicated services (taxis), contract and local charter service, and excluding all trips made by attendants. The proportion of

wheelchair passengers and ambulatory passengers is also indicated. The number of trips on both dedicated and non-dedicated services is provided.

The number of one-way trips made by passengers who are not deemed eligible as per the provincial guideline, excluding all one way trips made by attendants and companions.

### *Attendant and Companion Trips*

The number of one way trips made by attendants and companions.

### *Trips by Trip Types*

A municipality may normally classify trips for scheduling purposes using one or more of the following trip types:

#### Subscription

regular daily (4 to 5 days a week)  
trips scheduled with no call-in requirements.

#### Prebooked

trips made regularly but not every day (1 to 3 days a week), with no call-in required.

#### Reservations

trips not taken regularly and

requiring an advance call-in. Minimum and maximum advance call-in times vary between municipalities, but by definition reserved trips must be booked at least 24 hours in advance.

#### Demand Response

trips requested the same day as the trip is made.

### *Unaccommodated Trip Requests*

The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

### *Cancelled Trips*

The annual number of scheduled passenger trips which were later canceled by passengers.

### *No-Show Trips*

The annual number of scheduled passenger trips for which passengers did not show when the vehicle arrived at the scheduled pick-up time.

## Service

### *Service Type*

The stated policy for type of service being operated within the municipality: either door-to-door, curb-to-curb, or accessible door to accessible door. If the type of service is to/from an accessible door, the definition of an accessible door is provided.

### *Daily Hours of Service*

The beginning and ending times between which regular service is provided each weekday, Saturdays, Sundays, and Holidays. Hours of service may vary from one weekday to another; in these cases the beginning and ending times shown in the Fact Book are for the weekday with the longest hours of service.

### *Call-Ins*

The minimum and maximum advance call-in times to book a trip provide an indication of the flexibility of system scheduling.

### *Scheduling and Dispatching Methods*

The methods of making reservations, scheduling trips, and dispatching vehicles vary between municipalities and depend on whether they are done manually or are

computer assisted.

### *Fare Structure*

The fare structure that was in effect on December 31, 1987. Fare payment methods include cash, tickets, tokens, punchcards, monthly passes, and other media (such as annual passes, zone premiums, transfer charges, etc.). Fare categories include adults, children, students, senior citizens, attendants, companions, and others (such as unemployed, university/college students, etc.).

### *Comparison to Conventional Transit*

For comparison, the fare structure and hours of service for the conventional transit service are provided. The hours of service for the conventional service are indicated as 'Longer', 'Shorter', or 'Same'.

If the adult fare for conventional transit is the same as for the transit for the physically disabled service, then this is indicated as 'Same'. If the conventional transit fare structure is different, including the concessional fares for seniors, students etc., then both are indicated. If the cash fare on the conventional service is the same, but the rest of the fare structure is different, then 'Different' is indicated.



In municipalities where no conventional service is provided, 'No conventional' is indicated.

## **Vehicles**

### ***Vehicle Types***

A variety of vehicles are used in transit for physically disabled persons. In some municipalities there are more than one type of vehicle which may or may not have the flexibility to transport both wheelchair and ambulatory disabled persons. The types of vehicles include sedans and stationwagons, modified vans, small buses, purpose-built buses, and others.

**Stationwagons** also includes unmodified mini-vans, and describes vehicles which are used for carrying ambulatory passengers.

**Modified Vans** are regular production vans or mini-vans with a raised roof and a lift or ramp mechanism for wheelchair access.

**Small Buses** are vehicles built on a standard production cab and chassis, and include school buses.

**Purpose-Built buses** are vehicles which are designed specifically for transporting physically disabled persons, such as the Orion II, and which are eligible for the Specialized Vehicle Subsidy.

The number of vehicles, the typical wheelchair and ambulatory capacity for each type of vehicle, and the average age in years for each vehicle type is provided. Within one system's fleet, the capacities of different vehicles of the same type may vary.

### ***Vehicle Ownership***

The vehicles used in the operation of the service for physically disabled persons may be owned and/or leased by the municipality, the transit commission, the contracted operator, or other organizations including hospital, service club/community group, non profit organization.

### ***Vehicle Maintenance***

The maintenance of vehicles may be undertaken by the municipality, by the transit authority, by the contracted operator, may be contracted out, or may be undertaken by others or other means (free service).

### ***Fleet Distribution by Time of Day***

The demand for service differs for various time periods and for various municipalities. The maximum number of revenue vehicles used during the time periods shown for the peak weekday and for Saturdays Sundays, and Holidays illustrates the variation in demand.

### ***Revenue Vehicle Kilometres***

The total distance travelled during 1987 by vehicles while in revenue service, **excluding** deadhead to and from the garage, maintenance, training, intermunicipal charter travel and non-dedicated service.

### ***Total Vehicle Kilometres***

The sum of revenue vehicle kilometres plus the deadhead kilometres to and from the garage, maintenance and training, **excluding** non-dedicated service.

### ***Revenue Vehicle Hours***

The sum of all vehicle hours scheduled to be in service, **excluding** non-dedicated services, deadhead to and from the garage, maintenance, and training.

### ***Total Vehicle Hours***

The sum of the revenue vehicle hours plus the deadhead to and from the garage, maintenance, and training, but

excluding non-dedicated services.

### ***Non-Dedicated Service (Taxis, Sedans)***

Some municipalities make use of non-dedicated vehicles, such as taxis, sedans, or livery vehicles for the transportation of physically disabled persons. Usage is indicated by the total number of passenger trips by non-dedicated services and the number of operators under contract. The cost per trip for non-dedicated services may be determined by a flat rate, per hour, per kilometre, or by meter rate. In the case where the cost is determined by meter rate, the mechanism for verifying charges is described.

## **Employees**

### ***Full-time Employee***

A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

### ***Part-time Employee***

An employee with a work assignment requiring less than 1,820 working hours annually.

**Shared Employee**

An employee whose duties are shared with other departments or services.

**Volunteers**

Persons donating their time for various responsibilities and positions without remuneration on a volunteer basis.

**Operators**

Includes all active and paid operators (drivers) excluding inactive revenue vehicle operators, those on extended sick leave, and student operators.

**Office Staff**

The number of paid employees involved in office operations including reservationists, schedulers, dispatchers, inspectors, and processing of registration applications.

**Maintenance Staff**

The number of paid maintenance employees including vehicle maintenance employees.

**General Administration Staff**

The number of paid employees in general administration including supervisory personnel, administrators,

management and secretarial staff.

**Operators Union**

The name of the union and the local representing the operators of services for physically disabled. For comparison, the union and local representing operators of the conventional transit service is provided.

**Wage Rates**

The top hourly wage rates paid to operators and to maintenance employees, if applicable, as of December 31, 1987 excluding fringe benefits, premiums, and cost of living allowances. For comparison, top wage rates for the conventional transit service are provided.

**Financial**

**Total Operating Cost**

Total expenses incurred in the system operation, including:

- costs incurred for non-dedicated (taxi) services
- contractual costs for dedicated services (regardless of whether vehicles were purchased with or without

provincial funding assistance)

- operating expenses incurred by municipal employees, including transportation, scheduling and dispatching (including computer-assisted), fuel, premises and plant, depreciation and debenture charges on non-subsidized capital purchases, and other miscellaneous costs
- equipment and vehicle maintenance costs.
- general and administrative expenses.

### ***Total Operating Revenue***

Total revenue derived from the system operation, including:

- farebox revenue
- fares collected from school charters or other local service within the municipality such as service contracts with institutions
- other operating revenues from such sources as advertising and promotional considerations.

### ***Donations***

Cash donations from corporations, service clubs, private individuals, etc. to defray operating costs. Donations are not included in the revenue figure used in calculating the Net Operating Cost. Donations form part of a municipality's share of the Net Operating Cost, or subsidy.



## INDIVIDUAL SYSTEM STATISTICS

# AJAX-PICKERING HANDI-TRANSIT

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: GEORGE L.J. PAPIK  
(416) 683-1179

OPERATIONS CONTACT: MARY PETERS  
(416) 683-2749

SERVICE STARTED IN: JAN 1981  
POPULATION SERVED: 85,000  
SERVICE AREA (ha): 24,000

ADVISORY COMMITTEE? YES  
7

Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE?

YES  
1

Members

REGISTRATION REQUIRED?

REGISTRATION CARDS? YES  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 500 62%  
- Ambulatory 200 25%  
- Temporary 110 14%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL:

810

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?

YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 202,519	
Non-Dedicated	\$ 0	
TOTAL:	\$ 202,519	\$ 17,669

NET OPERATING COST:

Provincial Share	\$ 92,425
Municipal Share	\$ 92,425
Donations	\$ 0
TOTAL:	\$ 184,850

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companions	N/A	0
Other (not eligible)	N/A	0
TOTAL:	11,804	0

TRIP TYPES:

Subscription	1,062	9%
Pre-booked	2,597	22%
Reservation	8,145	69%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:	0
NO-SHOWS:	0

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:

Weekdays -07:15 TO 20:45  
Saturday -08:15 TO 18:15  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 7 DAYS

METHODS:  
Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually X  
Computer X  
Monthly Passes

FARE STRUCTURE:

	Cash	Tickets & Punchcards
Adult	\$0.90	\$0.85
Child	\$0.90	\$0.85
Student	\$0.90	\$0.85
Senior	\$0.90	\$0.85
Attendant	\$0.90	\$0.85
Companion	\$0.90	\$0.85
Other	\$1.80	\$1.70

OTHER METHODS OF PAYING FARE:

OUTSIDE BOUNDARY DOUBLE FARE

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: SAME

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	4	5	6	4.0
Modified Vanis				
Small Buses				
Purpose-Built				
Other				

TOTAL: 4

### OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	3	2	2	3	2	1			
Saturday	1	1	1	1	1	1			
Sunday									
Holidays									

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	3	3		
Office				
Maintenance				
Admin.				

TOTAL: 3

OPERATORS UNION: CUPE, LOCAL 129  
Conventional, LOCAL 129

### MAXIMUM WAGE RATES:

Operators:	\$12.65	Conventional
Maintenance:	\$14.80	\$12.65
		\$14.80

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =	Operating Revenue	9%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 2.17	
Share of Net Cost	- Provincial	50%
	- Municipal (incl. Donations)	50%

### EFFICIENCY (Dedicated Service Only)

Cost/Hour	\$28.62
Cost/Kilometre	\$ 1.58
Maintenance Cost-Kilometre	\$ 0.427

### SERVICE

Registrants/Capita	0.0095
Revenue Vehicle Hours/Capita	0.083
Trips/Capita	0.139
Trips by Non-Dedicated Service	-

### EFFECTIVENESS

COST/TRIP	\$17.16
- Dedicated	
- Non-Dedicated	-

### LABOUR PRODUCTIVITY

Hours/Operator	1,179
----------------	-------

### SERVICE UTILIZATION

Trips/Hour	1.7
Kilometres/Hour	18
Average Kilometres/trip	10.8
Trips/Registrant	14.6
Unaccommodated Trip Requests	0.0%
Cancellations	0.0%
No-Shows	0.0%

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,769
Kilometres/Vehicle	31,952

# BARRIE

## B.A.C.T.S.

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: K. COLUMBUS  
(705) 726-4242

OPERATIONS CONTACT: DOUG LAMONT  
(705) 737-2304

SERVICE STARTED IN: FEB. 1980  
POPULATION SERVED: 48,000  
SERVICE AREA (ha): 7,720

ADVISORY COMMITTEE? YES  
MEMBERS 9

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION: X  
Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES  
7 MEMBERS

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:  
Eligible - Wheelchair 170 43%  
- Ambulatory 210 53%  
- Temporary 20 5%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
TOTAL: 400

HOW OFTEN LIST OF REGISTRANTS SCREENED: X  
At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:  
Dedicated Oper. Cost Revenue  
Non-Dedicated \$ 187,361  
TOTAL: \$ 188,053 \$ 21,361  
NET OPERATING COST: \$ 166,692

Provincial Share \$ 87,791  
Municipal Share \$ 78,901  
Donations \$ 0

## SERVICE

TYPE: Door to Door  
Curb to Curb X ONE STEP  
Accessible Door  
HOURS OF SERVICE:  
Weekdays -07:30 TO 23:30  
Saturday -09:00 TO 23:30  
Sunday  
Holidays

CALL-INS: NO MINIMUM, MAX 14 DAYS  
METHODS:  
Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually Computer

FARE STRUCTURE:  
Cash Tickets & Punchboards  
Adult \$1.00 10/\$10.00  
Child \$1.00 10/\$10.00  
Student \$1.00 10/\$10.00  
Senior \$1.00 10/\$10.00  
Attendant \$1.00  
Companion \$1.00  
Other \$1.00  
Monthly Passes

OTHER METHODS OF PAYING FARE:  
N/A

COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours: SHORTER  
Fare Structure: DIFFERENT, \$0.85 CASH

### ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair 9,214 Non-Ded. 0  
- Ambulatory 4,962 131  
Attendants/Companions 1,571 0  
Other (not eligible) 0 0  
TOTAL: 15,747 131

### TRIP TYPES:

Subscription 4,760 30%  
Pre-booked 1,590 10%  
Reservation 9,528 60%  
Demand-Response 0 0%

UNACCOMMODATED TRIP REQUESTS: 25  
CANCELLED TRIPS: 1,505  
NO-SHOWS: 40



# EMPLOYEES

## NUMBER OF EMPLOYEES:

**ANNUAL KILOMETRES:**  
Revenue  
Total

ANNUAL HOURS:	
Revenue	6,272
Total	6,272

TOTAL: 3 8

OPERATORS UNION:  
Conventional

**MAXIMUM WAGE RATES:**

Operators:	\$9.75	Conventional
Maintenance:	N/A	\$9.50
		\$12.05

**PAYMENT VERIFICATION:  
SCHED. THROUGH**

## PERFORMANCE INDICATORS

## SERVICE

Registrants/Capita	0.0083
Revenue Vehicle Hours/Capita	0.131

\$ 3.47

Trips by Non-Dedicated Service 1%

## EFFECTIVENESS

**COST/TRIP**

- Dedicated
- Non-Dedicated

## LABOUR PRODUCTIVITY

Hours/Operator

- 23 -

## SERVICE UTILIZATION

Trips/Hour	2.3
Kilometres/Hour	14
Average Kilometres/trip	6.1
Trips/Registrant	35.8
Unaccommodated Trip Requests	0.2%
Cancellations	8.7%
No Shows	0.3%

**VEHICLE UTILIZATION**  
(Dedicated Service Only)

Revenue Hours/Vehicle	1,568
Kilometres/Vehicle	21,850

# BELLEVILLE MOBILITY BUS

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: CLIFF J. BELCH RDMR  
(613) 968-6481

OPERATIONS CONTACT: AL PARKHURST  
(613) 968-5888

SERVICE STARTED IN: FEB. 1983  
POPULATION SERVED: 37,000  
SERVICE AREA (ha): 3,100

ADVISORY COMMITTEE? NO

Members

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair N/A  
- Ambulatory N/A  
- Temporary N/A  
Attendants/Companions N/A  
Other (not eligible) N/A

TOTAL: 226

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?  
VISITORS ELIGIBLE? NO YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 41,152	
Non-Dedicated	\$ 0	
TOTAL:	\$ 41,152	\$ 6,730

### NET OPERATING COST:

Provincial Share	\$ 25,816
Municipal Share	\$ 8,605
Donations	\$ 0

### ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companions	N/A	0
Other (not eligible)	N/A	0
TOTAL:	6,217	0

### TRIP TYPES:

Subscription	N/A
Pre-booked	N/A
Reservation	N/A
Demand-Response	N/A

### UNACCOMMODATED TRIP REQUESTS:

N/A

### CANCELLED TRIPS:

N/A

### NO-SHOWS:

0

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

### HOURS OF SERVICE:

Weekdays - 08:00 TO 23:45  
Saturday - 08:00 TO 17:30  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 7 DAYS

### METHODS:

Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually Computer

### FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.00		
Child	\$1.00		
Student	\$1.00		
Senior	\$1.00		
Attendant	\$0.85		
Companion			
Other			

### OTHER METHODS OF PAYING FARE:

N/A

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER

Fare Structure: DIFFERENT, \$0.85 CASH

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	2	4	6	6.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				

=====

TOTAL: 2

### OWNERSHIP: MUNICIPALITY MAINTENANCE: OPERATOR

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	1	1	1	1	1	1	1	1	
Saturday	1	1	1	1	1	1			
Sunday									
Holidays									

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	1			
Office		1		
Maintenance		1		
Admin.				

=====

TOTAL: 1 2

OPERATORS UNION: NONE  
CBRT&GW, LOCAL 126

### MAXIMUM WAGE RATES:

Operators:	\$6.88	Conventional	\$13.82
Maintenance:	N/A		\$14.58

## PERFORMANCE INDICATORS

### SERVICE

Registrants/Capita	0.0061
Revenue Vehicle Hours/Capita	0.054
Trips/Capita	0.168
Trips by Non-Dedicated Service	-

### EFFECTIVENESS

COST/TRIP - Dedicated	\$ 6.62
- Non-Dedicated	-

### LABOUR PRODUCTIVITY

Hours/Operator	1,981
----------------	-------

### SERVICE UTILIZATION

Trips/Hour	3.1
Kilometres/Hour	13
Average Kilometres/rip	4.3
Trips/Registrant	27.5
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	0.0%

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	991
Kilometres/Vehicle	13,279

### FINANCIAL

R/C =	Operating Revenue	16%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 0.93	
Share of Net Cost - Provincial	75%	
- Municipal (incl. Donations)	25%	

### EFFICIENCY (Dedicated Service Only)

Cost/Hour	\$20.77
Cost/Kilometre	\$ 1.55
Maintenance Cost-Kilometre	\$ 0.157

# BRANTFORD OPERATION LIFT

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: W.A. COULSON  
(519) 759-4150

OPERATIONS CONTACT: LINDA HILL  
(519) 756-2170

SERVICE STARTED IN: DEC. 1975  
POPULATION SERVED: 76,000  
SERVICE AREA (ha): 7,100

ADVISORY COMMITTEE? YES  
18 Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES  
4 Members

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair N/A  
- Ambulatory N/A  
- Temporary N/A  
Attendants/Companions N/A  
Other (not eligible) N/A  
TOTAL: 1,899

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?  
VISITORS ELIGIBLE? YES YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 191,844	
Non-Dedicated	\$ 0	
TOTAL:	\$ 191,844	\$ 20,746

NET OPERATING COST:

Provincial Share	\$ 139,944
Municipal Share	\$ 27,000
Donations	\$ 4,154

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:  
Weekdays - 08:00 TO 16:30  
Saturday -  
Sunday -  
Holidays -

CALL-INS: MIN 24 HRS, MAX 30 DAYS  
METHODS:  
Manually X  
Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Computer

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$0.85	20/\$17.00	
Child	\$0.85	20/\$17.00	
Student	\$0.85	20/\$17.00	
Senior	\$0.85	20/\$17.00	
Attendee	\$0.85	20/\$17.00	
Companion	\$0.85	20/\$17.00	
Other	\$0.85	20/\$17.00	

OTHER METHODS OF PAYING FARE:  
N/A

COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours: LONGER  
Fare Structure: DIFFERENT



# VEHICLES

## VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	1	4	4	8.0
Modified Vans	4	4	4	4.0
Small Buses				
Purpose-Built				
Other				

TOTAL: 5

## OWNERSHIP: CONTRACTOR MAINTENANCE: TRANSIT

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	after 12
Peak Day	4	4	4	4				
Saturday								
Sunday								
Holidays								

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Volunteer
Operators	4	1	
Office		2	
Maintenance			
Admin.	1	2	2
TOTAL:	5	5	2

OPERATORS UNION: NONE  
N/A, LOCAL N/A

## MAXIMUM WAGE RATES:

Operators:	\$8.50	Conventional	\$12.20
Maintenance:	N/A		\$13.78

# PERFORMANCE INDICATORS

## SERVICE

Registrants/Capita	0.0250
Revenue Vehicle Hours/Capita	0.109
Trips/Capita	0.288
Trips by Non-Dedicated Service	-

## EFFECTIVENESS

COST/TRIP	\$ 8.77
- Dedicated	-
- Non-Dedicated	-

## LABOUR PRODUCTIVITY

Hours/Operator	1,662
----------------	-------

## SERVICE UTILIZATION

Trips/Hour	2.6
Kilometres/Hour	16
Average Kilometres/trip	6.1
Trips/Registrant	11.5
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,662
Kilometres/Vehicle	26,529

## FINANCIAL

R/C =	Operating Revenue	11%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 2.25	
Share of Net Cost	- Provincial	82%
	- Municipal (incl. Donations)	18%
Cost/Hour	\$23.09	
Cost/Kilometre	\$ 1.45	
Maintenance Cost-Kilometre	\$ 0.089	

## EFFICIENCY (Dedicated Service Only)

# BURLINGTON HANDI-VAN

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: ROBERT YOUNG  
(416) 335-7797  
OPERATIONS CONTACT: DONNA SHEPHERD  
(416) 335-7845

SERVICE STARTED IN: 1973  
POPULATION SERVED: 116,000  
SERVICE AREA (ha): 18,900

ADVISORY COMMITTEE? YES  
Members 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION: X  
Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES  
5 Members

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:  
Eligible - Wheelchair 288 80%  
- Ambulatory 74 20%  
- Temporary 0 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
=====

TOTAL: 362  
HOW OFTEN LIST OF REGISTRANTS SCREENED:  
At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:  
Dedicated \$ 314,115 Revenue  
Non-Dedicated \$ 0  
=====

TOTAL: \$ 314,115 \$ 27,936

NET OPERATING COST: \$ 286,179

Provincial Share \$ 155,282  
Municipal Share \$ 130,897  
Donations \$ 0

ANNUAL ONE-WAY TRIPS:  
Eligible - Wheelchair Dedicated 19,794 Non-Ded. 0  
- Ambulatory 6,598 539  
Attendants/Companions 0 0  
Other (not eligible) 0 0  
=====

TOTAL: 26,392 539

TRIP TYPES:  
Subscription 2,693 10%  
Pre-booked 16,159 60%  
Reservation 7,271 27%  
Demand-Response 808 3%

UNACCOMMODATED TRIP REQUESTS: N/A  
CANCELLED TRIPS: N/A  
NO-SHOWS: N/A

## SERVICE

TYPE: Door to Door  
Curb to Curb X  
Accessible Door X

HOURS OF SERVICE:  
Weekdays -07:00 TO 23:00  
Saturday -07:00 TO 23:00  
Sunday -09:00 TO 17:00  
Holidays -09:00 TO 17:00

CALL-INS: MIN 24 HRS, NO MAXIMUM  
METHODS: Manually X  
Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Computer

FARE STRUCTURE:  
Cash Tickets & Punchcards  
Adult \$0.95 10/\$9.50  
Child \$0.95 10/\$9.50  
Student \$0.95 10/\$9.50  
Senior \$0.95 10/\$9.50  
Attendat \$0.95 10/\$9.50  
Companion \$0.95 10/\$9.50  
Other \$0.95 10/\$9.50

OTHER METHODS OF PAYING FARE:  
N/A  
COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours: SAME  
Fare Structure: SAME

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	6	7	5	3.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				

TOTAL: 6

### OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	4	4	4	5	2	1	1		
Saturday		1	1	1	1	1			
Sunday		1	1	1	1	1			
Holidays		1	1	1	1				

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	5	2		
Office		2		
Maintenance				
Admin.				

TOTAL: 5

OPERATORS UNION: CUPE, LOCAL 2723  
Conventional

### MAXIMUM WAGE RATES:

Operators:	\$12.76	Conventional
Maintenance:	\$13.91	\$12.76
		\$13.91

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =	Operating Revenue	9%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 2.47	
Share of Net Cost	- Provincial	54%
	- Municipal (incl. Donations)	46%
Cost/Hour	\$27.55	
Cost/Kilometre	-	
Maintenance Cost-Kilometre	-	

### EFFICIENCY (Dedicated Service Only)

COST/TRIP	- Dedicated	\$11.90
	- Non-Dedicated	-

### EFFECTIVENESS

Trips by Non-Dedicated Service	2%
Trips/Capita	0.232
Revenue Vehicle Hours/Capita	0.098
Registrants/Capita	0.0031

### SERVICE

Trips/Hour	2.4
Kilometres/Hour	-
Average Kilometres/trip	-
Trips/Registrant	74.4
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

### SERVICE UTILIZATION

Trips/Hour	2.4
Kilometres/Hour	-
Average Kilometres/trip	-
Trips/Registrant	74.4
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,900
Kilometres/Vehicle	-

# CAMBRIDGE DISABLED SERVICE

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: GARY STOCKFORD  
(519) 623-1340

OPERATIONS CONTACT: ROY SIMINOSKI  
(519) 623-1340

SERVICE STARTED IN: MARCH 1976  
POPULATION SERVED: 83,645  
SERVICE AREA (ha): 11,391

ADVISORY COMMITTEE? NO

Members

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? NO

MEMBERS  
ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair 435 77%  
- Ambulatory 123 22%  
- Temporary 10 2%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL: 568

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? NO

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 95,657	
Non-Dedicated	\$ 0	
TOTAL:	\$ 95,657	\$ 8,299

### NET OPERATING COST:

Provincial Share	\$ 42,482
Municipal Share	\$ 44,876
Donations	\$ 0

### ANNUAL ONE-WAY TRIPS:

Eligible	- Wheelchair	Dedicated	Non-Ded.
	- Ambulatory	N/A	0
Attendants/Companions		N/A	0
Other (not eligible)		N/A	0
TOTAL:		6,514	0

### TRIP TYPES:

Subscription	N/A
Pre-booked	N/A
Reservation	N/A
Demand-Response	N/A

UNACCOMMODATED TRIP REQUESTS: 50  
CANCELLED TRIPS: 645  
NO-SHOWS: 10

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

### HOURS OF SERVICE:

Weekdays .08:00 TO 18:00  
Saturday  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 30 DAYS

### METHODS:

Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually X  
Computer

### FARE STRUCTURE:

	Cash	Tickets & Punchcards
Adult	\$1.35	
Child	\$1.35	
Student	\$1.35	
Senior	\$1.35	
Attendant	\$1.35	
Companion	\$1.35	
Other		

### OTHER METHODS OF PAYING FARE:

KITCHENER TRIPS \$2.50

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$0.85 CASH



## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	2	5	5	6.5
Modified Vans				
Small Buses				
Purpose-Built				
Other				

TOTAL: \*\*\*\*\*  
2

### OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	11	1	2	2	1	1	1		
Saturday									
Sunday									
Holidays									

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	1			
Office	1			
Maintenance	1			
Admin.				
TOTAL:	3			

OPERATORS UNION: ATU, LOCAL 1608  
Conventional  
ATU, LOCAL 1608

### MAXIMUM WAGE RATES:

Operators:	\$11.33	Conventional
Maintenance:	\$13.22	\$11.33
		\$13.22

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =	Operating Revenue	9%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 1.04	
Share of Net Cost	- Provincial 49%	
	- Municipal (incl. Donations) 51%	
Cost/Hour	\$22.53	
Cost/Kilometre	\$ 1.58	
Maintenance Cost/Kilometre	\$ 0.173	

### SERVICE

Registrants/Capita	0.0068	
Revenue Vehicle Hours/Capita	0.051	
Trips/Capita	0.078	
Trips by Non-Dedicated Service	-	
EFFECTIVENESS		
COST/TRIP	- Dedicated \$14.68	
	- Non-Dedicated -	
LABOUR PRODUCTIVITY		
Hours/Operator	4,246	

### SERVICE UTILIZATION

Trips/Hour	1.5	
Kilometres/Hour	14	
Average Kilometres/rip	9.3	
Trips/Registrant	11.5	
Unaccommodated Trip Requests	0.8%	
Cancellations	9.0%	
No-Shows	0.2%	
VEHICLE UTILIZATION (Dedicated Service Only)		
Revenue Hours/Vehicle	2,123	
Kilometres/Vehicle	30,316	

# CHATHAM CHATHAM TRANSIT

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: BLAIR ANDERSON  
(519) 436-3278

OPERATIONS CONTACT: REG DENURE  
(519) 352-1920

SERVICE STARTED IN: APRIL 1973

POPULATION SERVED: 42,000

SERVICE AREA (sq): 2,800

ADVISORY COMMITTEE? NO

Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X

Unable to Use X

Unable to Use With Dignity

Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY ADMINISTRATIVE STAFF

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? NO

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 190 68%

- Ambulatory 70 25%

- Temporary 20 7%

Attendants/Companions 0 0%

Other (not eligible) 0 0%

TOTAL: 280

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X

Every 2 or 3 Years

Every 4 or 5 Years

Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES

VISITORS ELIGIBLE? NO

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 60,400	
Non-Dedicated	\$ 0	
TOTAL:	\$ 60,400	\$ 6,630

NET OPERATING COST: \$ 53,770

Provincial Share \$ 26,270

Municipal Share \$ 24,500

Donations \$ 3,000

### ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	3,200	0
- Ambulatory	1,500	0
Attendants/Companions	300	0
Other (not eligible)	0	0
TOTAL:	5,000	0

TRIP TYPES:

Subscription N/A

Pre-booked N/A

Reservation N/A

Demand-Response N/A

UNACCOMMODATED TRIP REQUESTS: 10

CANCELLED TRIPS: 250

NO-SHOWS: 5

## SERVICE

TYPE: Door to Door X

Curb to Curb

Accessible Door

HOURS OF SERVICE:

Weekdays -08:00 TO 18:00

Saturday -08:00 TO 18:00

Sunday -

Holidays -

CALL-INS: MIN 24 HRS, MAX 7 DAYS

METHODS:

Manually X

Computer X

Registration X

Reservations X

Scheduling X

Dispatching X

FARE STRUCTURE:

Cash

Adult \$1.40

Child \$1.40

Student \$1.40

Senior \$1.40

Attendant N/C

Companion N/C

Other

Tickets & Punchcards

Monthly Passes

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER

Fare Structure: DIFFERENT, \$0.80 CASH

# VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	4	2.0
Purpose-Built				
Other				
TOTAL:	1			

OWNERSHIP: MUNICIPALITY MAINTENANCE: OPERATOR

FLEET DISTRIBUTION BY TIME OF DAY:	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	1	1	1	1	1	1	1	1	
Saturday	1	1	1	1	1	1	1	1	
Sunday									
Holidays									

# EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Volunteer
Operators	1	2	
Office		2	
Maintenance		1	
Admin.		1	
TOTAL:	1	6	

OPERATORS UNION: NONE  
Conventional NONE

MAXIMUM WAGE RATES:  
Operators: \$9.06  
Maintenance: \$11.73  
Conventional \$10.98  
\$11.73

# PERFORMANCE INDICATORS

FINANCIAL		SERVICE		SERVICE UTILIZATION	
R/C =	Operating Revenue Total Operating Cost	11%	Registrants/Capita	Trips/Hour	1.6
			Revenue Vehicle Hours/Capita	Average Kilometres/ trip	-
Net Operating Cost/Capita	\$ 1.28		Trips/Capita	Trips/Registrant	16.8
Share of Net Cost	- Provincial 49%		Trips by Non-Dedicated Service	Unaccommodated Trip Requests	0.2%
	- Municipal (incl. Donations) 51%			Cancellations	4.8%
				No-Shows	0.1%
Cost/Hour	\$20.27		EFFECTIVENESS		
			COST/TRIP		
			- Dedicated \$12.08		
			- Non-Dedicated -		
Cost/Kilometre	-		LABOUR PRODUCTIVITY	VEHICLE UTILIZATION	
Maintenance Cost-Kilometre	-		Hours/Operator	(Dedicated Service Only)	2,980
				Revenue Hours/Vehicle	
				Kilometres/Vehicle	-

# COBOURG WHEELS

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: TIM ROY  
(416) 372-4301

OPERATIONS CONTACT: GARTH HAGGERTY  
(416) 372-7245

SERVICE STARTED IN: JUNE 1984  
POPULATION SERVED: 13,064  
SERVICE AREA (ha): 1,532

ADVISORY COMMITTEE? YES  
12 Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 67 51%  
- Ambulatory 65 49%  
- Temporary 0 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL: 132

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?  
VISITORS ELIGIBLE? NO YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated	Oper. Cost	Revenue
Non-Dedicated	\$ 27,138	
	\$ 0	
	=====	=====
TOTAL:	\$ 27,138	\$ 18,748

NET OPERATING COST:

Provincial Share	\$ 8,389
Municipal Share	\$ 6,292
Donations	\$ -373
	\$ 2,470

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair	Dedicated	Non-Ded.
- Ambulatory	4,094	0
Attendants/Companions	1,541	0
Other (not eligible)	448	0
	0	0
	=====	=====
TOTAL:	6,083	0

TRIP TYPES:

Subscription	4,044	66%
Pre-booked	0	0%
Reservation	2,039	34%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS: 10  
CANCELLED TRIPS: 30  
NO-SHOWS: 2

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:

Weekdays .08:00 TO 17:00  
Saturday .  
Sunday .  
Holidays .

CALL-INS: MIN 24 HRS, NO MAXIMUM

METHODS: Manually X Computer

Registration X  
Reservations X  
Scheduling X  
Dispatching X

FARE STRUCTURE:

Cash	Tickets & Punchcards
Adult \$1.00	
Child \$1.00	
Student \$1.00	
Senior \$1.00	
Attendant \$1.00	
Companion	
Other	

OTHER METHODS OF PAYING FARE:

SCHOOL BOARD CONTRACTS (\$4.50/TRIP)

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$0.65 CASH



# VEHICLES

## VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	1	3	4	3.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				

=====

TOTAL: 1

OWNERSHIP: MUNICIPALITY MAINTENANCE: CONTRACT OUT

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 after
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	1	3		
Office				
Maintenance				
Admin.				

=====

TOTAL: 1

OPERATORS UNION: NONE  
Conventional

## MAXIMUM WAGE RATES:

Operators:	\$6.46	Conventional
Maintenance:	N/A	\$6.41
		\$11.34

# PERFORMANCE INDICATORS

## FINANCIAL

R/C =	Operating Revenue	69%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 0.64	
Share of Net Cost	- Provincial	75%
	- Municipal (incl. Donations)	25%
Cost/Hour	\$11.92	
Cost/Kilometre	\$ 1.15	
Maintenance Cost-Kilometre	\$ 0.104	

## EFFICIENCY (Dedicated Service Only)

COST/TRIP	- Dedicated	\$ 4.46
	- Non-Dedicated	-
LABOUR PRODUCTIVITY	Hours/Operator	569

## SERVICE

Registrants/Capita	0.0101
Revenue Vehicle Hours/Capita	0.174
Trips/Capita	0.431
Trips by Non-Dedicated Service	-

## EFFECTIVENESS

COST/TRIP	- Dedicated	\$ 4.46
	- Non-Dedicated	-

## LABOUR PRODUCTIVITY

Hours/Operator	569
----------------	-----

## SERVICE UTILIZATION

Trips/Hour	2.5
Kilometres/Hour	10
Average Kilometres/strip	4.2
Trips/Registrant	42.7
Unaccommodated Trip Requests	0.2%
Cancellations	0.5%
No-Shows	0.0%

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,277
Kilometres/Vehicle	23,497

# CORNWALL

## HANDI-TRANSIT

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: GERRY GODARD

(613) 933-8177

OPERATIONS CONTACT: GERRY GODARD

(613) 933-8177

SERVICE STARTED IN: AUGUST 198

POPULATION SERVED: 46,600

SERVICE AREA (ha): 6,345

ADVISORY COMMITTEE? NO

Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use  
Unable to Use With Dignity X  
Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? YES

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 331 28%  
- Ambulatory 850 72%  
- Temporary 0 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL:

1,181

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years X  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?

YES

VISITORS ELIGIBLE?

YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 220,587	
Non-Dedicated	\$ 0	
TOTAL:	\$ 220,587	\$ 14,710

NET OPERATING COST:

\$ 205,877

Provincial Share \$ 97,849  
Municipal Share \$ 108,028  
Donations 0

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:

Weekdays .06:15 TO 23:30  
Saturday .06:15 TO 23:30  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 14 DAYS

METHODS: Manually X Computer

Registration X  
Reservations X  
Scheduling X  
Dispatching X

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.00		\$10.00
Child	\$1.00		\$10.00
Student	\$1.00		\$10.00
Senior	\$1.00		\$10.00
Attendee	\$1.00		\$10.00
Companion	\$1.00		\$10.00
Other			

OTHER METHODS OF PAYING FARE:

SCHOOL BOARDS BILLED FOR STUDENTS

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: SAME  
Fare Structure: DIFFERENT, \$.80 CASH

UNACCOMMODATED TRIP REQUESTS:

0  
4,862  
307

CANCELLED TRIPS:

NO-SHOWS:

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
--	--------	-------------------------------	-------------------------------	---------------------

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

2 5 12 7.0  
1 4 6 1.0

=====

TOTAL:

3

OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	2	2	2	2	1	1	1	1	
Saturday	1	1	1	1	1	1	1	1	
Sunday									
Holidays									

### ANNUAL KILOMETRES:

Revenue 84,707  
Total 84,707

### ANNUAL HOURS:

Revenue 7,515  
Total 7,515

IS NON-DEDICATED SERVICE AVAILABLE? NO

### NUMBER OF OPERATORS:

PAYMENT METHOD: -

Fleet Rate/Trip

per hour

per Kilometre

Meter Rate

### PAYMENT VERIFICATION:

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	3		4	
Office		2		
Maintenance		3		
Admin.		2		
TOTAL:	3	11		

### OPERATORS UNION:

ATU, LOCAL 946

Conventional

### MAXIMUM WAGE RATES:

Operators:	\$11.74	Conventional
Maintenance:	\$12.65	\$11.74
		\$12.65

## PERFORMANCE INDICATORS

### SERVICE

Registrants/Capita	0.0253
Revenue Vehicle Hours/Capita	0.161
Trips/Capita	0.315
Trips by Non-Dedicated Service	-

### EFFECTIVENESS

COST/TRIP	\$14.74
- Dedicated	-
- Non-Dedicated	-

### LABOUR PRODUCTIVITY

Hours/Operator	1,074
----------------	-------

### SERVICE UTILIZATION

Trips/Hour	2.0
Kilometres/Hour	11
Average Kilometres/Trip	5.8
Trips/Registrant	12.4
Unaccommodated Trip Requests	0.0%
Cancellations	24.5%
No-Shows	2.0%

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,505
Kilometres/Vehicle	28,236

### FINANCIAL

R/C =	7%
Operating Revenue	
Total Operating Cost	
Net Operating Cost/Capita	\$ 4.42
Share of Net Cost	48%
- Provincial	52%
- Municipal (incl. Donations)	

### EFFICIENCY (Dedicated Service Only)

Cost/Hour	\$29.35
Cost/Kilometre	\$ 2.60
Maintenance Cost-Kilometre	\$ 0.223

# **DRYDEN HANDI-TRANSIT**

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: H.B. HOFFSTROM  
(807) 223-1127

OPERATIONS CONTACT: JUDI STRATTON  
(807) 223-3568

SERVICE STARTED IN: NOV. 1975  
POPULATION SERVED: 6,431  
SERVICE AREA (sq): 1,686

ADVISORY COMMITTEE? YES  
6 Members

## **REGISTRANTS**

LOCAL ELIGIBILITY CRITERION:  
Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other PHY. \MENTAL

ELIGIBILITY COMMITTEE? NO

ELIGIBILITY DETERMINED BY ADMINISTRATIVE STAFF

REGISTRATION REQUIRED? NO

REGISTRATION CARDS? NO

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:  
Eligible - Wheelchair 8 17%  
- Ambulatory 39 83%  
- Temporary 0 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
TOTAL: 47

HOW OFTEN LIST OF REGISTRANTS SCREENED:  
At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES

VISITORS ELIGIBLE? YES

## **FINANCIAL**

OPERATING COSTS AND REVENUES:

Dedicated	Oper. Cost	Revenue
Non-Dedicated	\$ 30,453	0
TOTAL:	\$ 30,453	\$ 6,297

NET OPERATING COST:

Provincial Share	\$ 17,192
Municipal Share	\$ 6,854
Donations	\$ 110

ANNUAL ONE-WAY TRIPS:

Eligible	- Wheelchair	Dedicated	Non-Ded.
Attendants/Companions	- Ambulatory	626	0
Other (not eligible)		2,468	0
TOTAL:		3,094	0

TRIP TYPES:

Subscription	2,565	83%
Pre-booked	436	14%
Reservation	66	2%
Demand-Response	27	1%

UNACCOMMODATED TRIP REQUESTS: 0

CANCELLED TRIPS: 9

NO-SHOWS: 18

## **SERVICE**

TYPE: Door to Door X

Curb to Curb

Accessible Door

HOURS OF SERVICE:  
Weekdays .08:00 TO 16:00  
Saturday  
Sunday  
Holidays

CALL-INS: MIN 4 HRS, MAX 1 DAY

METHODS:  
Registration X  
Reservations X  
Scheduling X  
Dispatching X

Manually X  
Computer

FARE STRUCTURE:

Adult	Cash	Tickets & Punchcards
Child	\$1.00	Monthly Passes
Student	\$1.00	
Senior	\$2.00	
Attendant	\$1.00	
Companion		
Other		

OTHER METHODS OF PAYING FARE:  
N/A

COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours: NO CONV. SERVICE  
Fare Structure: NO CONV. SERVICE



# VEHICLES

## VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	1	3	8	7.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				

TOTAL: 1

## OWNERSHIP: MUNICIPALITY MAINTENANCE: OPERATOR

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	1	1	1	1	1				
Saturday									
Sunday									
Holidays									

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	1			
Office				
Maintenance				
Admin.				

TOTAL: 1

## OPERATORS UNION: NONE NO CONVENTIONAL SERVICE

## MAXIMUM WAGE RATES:

Operators:	\$12.00	Conventional
Maintenance:	N/A	-

# PERFORMANCE INDICATORS

## SERVICE

R/C =	Operating Revenue	21%	Registrants/Capita	0.0073
	Total Operating Cost		Revenue Vehicle Hours/Capita	0.082
Net Operating Cost/Capita		\$ 3.76	Trips/Capita	0.481
Share of Net Cost	- Provincial	71%	Trips by Non-Dedicated Service	-
	- Municipal (incl. Donations)	29%		
	EFFICIENCY (Dedicated Service Only)		EFFECTIVENESS	
Cost/Hour		\$57.68	COST/TRIP - Dedicated	\$ 9.84
Cost/Kilometre		\$ 3.23	- Non-Dedicated	-
Maintenance Cost-Kilometre		\$ 0.368	LABOUR PRODUCTIVITY	
			Hours/Operator	528

## SERVICE UTILIZATION

Trips/Hour	5.9
Kilometres/Hour	18
Average Kilometres/trip	3.0
Trips/Registrant	65.8
Unaccommodated Trip Requests	0.0%
Cancellations	0.3%
No-Shows	0.6%
	VEHICLE UTILIZATION (Dedicated Service Only)
Revenue Hours/Vehicle	528
Kilometres/Vehicle	9,432

# ESPANOLA JUBILEE BUS

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: MERWIN P. SHEPARD  
(705) 869-1540

OPERATIONS CONTACT: MERWIN P. SHEPARD  
(705) 869-1540

SERVICE STARTED IN: SEPT. 1986  
POPULATION SERVED: 5,432  
SERVICE AREA (ha): 4,000

ADVISORY COMMITTEE? YES  
4 Members

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use X  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? NO

Members  
ELIGIBILITY DETERMINED BY  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? NO  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:  
Eligible - Wheelchair 12 9%  
- Ambulatory 62 46%  
- Temporary 0 0%  
Attendants/Companions 20 15%  
Other (not eligible) 40 30%  
=====

TOTAL: 134

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years X  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?  
VISITORS ELIGIBLE? YES YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 11,128	
Non-Dedicated	\$ 0	
TOTAL:	\$ 11,128	\$ 3,523

### NET OPERATING COST:

Provincial Share	\$ 5,704
Municipal Share	\$ 1,901
Donations	\$ 0

### ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	440	0
- Ambulatory	757	0
Attendants/Companions	53	0
Other (not eligible)	511	0
TOTAL:	1,761	0

### TRIP TYPES:

Subscription	1,137	65%
Pre-booked	0	0%
Reservation	0	0%
Demand/Response	624	35%

UNACCOMMODATED TRIP REQUESTS: 0  
CANCELLED TRIPS: 0  
NO SHOWS: 0

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:  
Weekdays - 09:30 TO 15:00  
Saturday  
Sunday  
Holidays

CALL-INS: MIN 2 HRS, NO MAXIMUM  
METHODS: Manually X Computer X  
Registration X  
Reservations X  
Scheduling X  
Dispatching X

FARE STRUCTURE: Tickets & Punchcards  
Cash \$1.00  
Adult \$1.00  
Child \$1.00  
Student \$1.00  
Senior \$1.00  
Attendant \$1.00  
Companion \$1.00  
Other \$1.00

OTHER METHODS OF PAYING FARE:  
N/A

COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours: NO CONV. SERVICE  
Fare Structure: NO CONV. SERVICE

## VEHICLES

### VEHICLE TYPES:

Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
1	4	6	2.0
=====			
S-Wagon/Sedan			
Modified Vans			
Small Buses			
Purpose-Built			
Other			

TOTAL:

1

### OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12
Peak Day	1	1	1	1				
Sunday								
Holidays								

### ANNUAL KILOMETRES:

Revenue Total 11,223  
N/A

### ANNUAL HOURS:

Revenue Total 755  
814

IS NON-DEDICATED SERVICE AVAILABLE? NO

### NUMBER OF OPERATORS:

-

### PAYMENT METHOD:

Flat Rate/Trip

per hour

per Kilometre

Meter Rate

### PAYMENT VERIFICATION:

## EMPLOYEES

### NUMBER OF EMPLOYEES:

Operators	Full Time	Part Time	Volunteer
Office	1		
Maintenance			
Admin.			
=====			
TOTAL:	1	2	

### OPERATORS UNION:

NONE

### CONVENTIONAL

NO CONVENTIONAL SERVICE

### MAXIMUM WAGE RATES:

Operators:	\$7.00	Conventional
Maintenance:	N/A	-

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue 32%

Total Operating Cost

### Net Operating Cost/Capita

\$ 1.40

Share of Net Cost

- Provincial 75%

- Municipal (incl. Donations) 25%

### EFFICIENCY

(Dedicated Service Only)

Cost/Hour

\$14.74

Cost/Kilometre

\$ 0.99

Maintenance Cost-Kilometre

\$ 0.125

### SERVICE

Registrants/Capita

0.0247

Revenue Vehicle Hours/Capita

0.139

Trips/Capita

0.314

Trips by Non-Dedicated Service

-

### EFFECTIVENESS

COST/TRIP

- Dedicated \$ 6.32

- Non-Dedicated -

### LABOUR PRODUCTIVITY

Hours/Operator

755

### SERVICE UTILIZATION

Trips/Hour

2.3

Kilometres/Hour

15

Average Kilometres/Trip

9.4

Trips/Registrant

8.9

Unaccommodated Trip Requests

0.0%

Cancellations

0.0%

No-Shows

0.0%

### VEHICLE UTILIZATION

(Dedicated Service Only)

Revenue Hours/Vehicle

755

Kilometres/Vehicle

11,223

# FORT FRANCES HANDI-TRANSIT

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: CAROL A. HALVORSEN  
(807) 274-5323

OPERATIONS CONTACT: FRED WHITEHEAD  
(807) 274-9858

SERVICE STARTED IN: DEC. 1986  
POPULATION SERVED: 9,000  
SERVICE AREA (ha): 6,500

ADVISORY COMMITTEE? YES  
Members 5

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other DR. CERTIF.

ELIGIBILITY COMMITTEE? NO

Members  
ELIGIBILITY DETERMINED BY  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair	4	7%
- Ambulatory	49	89%
- Temporary	2	4%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
<b>TOTAL:</b>	<b>55</b>	

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? NO

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 23,870	
Non-Dedicated	\$ 0	
<b>TOTAL:</b>	<b>\$ 23,870</b>	<b>\$ 1,492</b>

### NET OPERATING COST:

Provincial Share	\$ 11,413
Municipal Share	\$ 8,782
Donations	\$ 2,183

### ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	53	0
- Ambulatory	1,500	0
Attendants/Companions	0	0
Other (not eligible)	0	0
<b>TOTAL:</b>	<b>1,553</b>	<b>0</b>

### TRIP TYPES:

Subscription	804	52%
Pre-booked	152	10%
Reservation	562	36%
Demand-Response	35	2%

### UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS: 0  
NO-SHOWS: 49  
15

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

### HOURS OF SERVICE:

Weekdays -08:15 TO 15:45  
Saturday -  
Sunday -  
Holidays -

CALL-INS: MIN 24 HRS, MAX 30 DAYS

### METHODS:

Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually Computer

### FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.00		
Child	\$1.00		
Student	\$1.00		
Senior	\$1.00		
Attendant	\$1.00		
Companion	\$1.00		
Other	\$1.00		

### OTHER METHODS OF PAYING FARE:

N/A

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$0.75 CASH



## VEHICLES

VEHICLE TYPES:		Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)	ANNUAL KILOMETRES:	
Number					Revenue Total	Volun- teer
1	S-Wagon/Sedan	2	2	2.0	15,922	
	Modified Vans				16,442	
	Small Buses				1,717	
	Purpose-Built				1,757	
	Other					
TOTAL:		=====				=====
OWNERSHIP: MUNICIPALITY		MAINTENANCE: MUNICIPALITY				
FLEET DISTRIBUTION BY TIME OF DAY:						
6-9	9-11	11-2	2-4	4-6	6-9	9-12
1	1	1	1	1	1	12
after						
Peak Day						
Saturday						
Sunday						
Holidays						

NUMBER OF EMPLOYEES:			
Full Time	Part Time	Shared	
1	4		
	</		

## PERFORMANCE INDICATORS

FINANCIAL		SERVICE		SERVICE UTILIZATION	
R/C =	Operating Revenue	Registrants/Capita	0.0061	Trips/Hour	0.9
	Total Operating Cost	Revenue Vehicle Hours/Capita	0.191	Kilometres/Hour	9
Net Operating Cost/Capita	\$ 2.49	Trips/Capita	0.173	Average Kilometres/trip	10.3
Share of Net Cost	- Provincial	Trips by Non-Dedicated Service	-	Trips/Registrant	28.2
	- Municipal (incl. Donations)	EFFECTIVENESS		Unaccommodated Trip Requests	0.0%
		COST/TRIP	\$15.37	Cancellations	3.1%
		- Dedicated		No Shows	1.0%
		- Non-Dedicated		VEHICLE UTILIZATION	
Cost/Hour	\$13.90	LABOUR PRODUCTIVITY		(Dedicated Service Only)	
Cost/Kilometre	\$ 1.50	Hours/Operator	1,717	Revenue Hours/Vehicle	1,717
Maintenance Cost-Kilometre	\$ 0.039			Kilometres/Vehicle	15,922

## EMPLOYEES

NUMBER OF EMPLOYEES:		Full Time		Part Time		Volunteer	
Operators	1			4			
Office							
Maintenance							
Admin.							
TOTAL:	1			5			
OPERATORS UNION:		CUPE, LOCAL 65		Conventional			
MAXIMUM WAGE RATES:							
Operators:	\$11.36						
Maintenance:	\$14.55						

# GUELPH MOBILITY SERVICE

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: DAVID KENNEDY  
(519) 837-5610

OPERATIONS CONTACT: MILDRED KINGDON  
(519) 836-1131

SERVICE STARTED IN: AUG. 1977

POPULATION SERVED: 83,000

SERVICE AREA (ha): 6,871

ADVISORY COMMITTEE? YES

Members 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION: X

Unable to Board

Unable to Use

Unable to Use With Dignity

Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY ADMINISTRATIVE STAFF AND MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? YES

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 270 31%

- Ambulatory 593 69%

- Temporary 0 0%

Attendants/Companions 0 0%

Other (not eligible) 0 0%

TOTAL: 863

HOW OFTEN LIST OF REGISTRANTS SCREENED: X

At Least Annually

Every 2 or 3 Years

Every 4 or 5 Years

Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES

VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated \$ 194,553 Oper. Cost Revenue

Non-Dedicated \$ 0

TOTAL: \$ 194,553 \$ 36,318

NET OPERATING COST: \$ 158,235

Provincial Share \$ 113,025

Municipal Share \$ 45,210

Donations \$ 0

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair 11,989 Non-Ded. 0

- Ambulatory 17,764 0

Attendants/Companions 1,255 0

Other (not eligible) 0 0

TOTAL: 31,008

TRIP TYPES:

Subscription 23,030 74%

Pre-booked 4,018 13%

Reservation 3,418 11%

Demand-Response 542 2%

UNACCOMMODATED TRIP REQUESTS: 550

CANCELLED TRIPS: 3,297

NO-SHOWS: 80

## SERVICE

TYPE: Door to Door

Curb to Curb

Accessible Door X ONE STEP MAXIMUM

HOURS OF SERVICE:

Weekdays -08:00 TO 18:00

Saturday

Sunday

Holidays

CALL-INS: NO MINIMUM, MAX 14 DAYS

METHODS: Manually Computer

Registration X

Reservations X

Scheduling X

Dispatching X

FARE STRUCTURE:

Cash Tickets & Passes

Punchcards

Adult \$0.85 \$0.80

Child \$0.85 \$0.80

Student \$0.85 \$0.80

Senior \$0.85 \$0.80

Attendant \$0.85 \$0.80

Companion \$0.85 \$0.80

Other \$0.85 \$0.80

OTHER METHODS OF PAYING FARE:

SUBSCRIPTION TRIPS \$0.75

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER

Fare Structure: DIFFERENT

## VEHICLES

### VEHICLE TYPES:

	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	7	8	3.0
Modified Vans			
Small Buses			
Purpose-Built			
Other			

=====

TOTAL:

7

OWNERSHIP: MUNICIPALITY MAINTENANCE: CONTRACT OUT

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12
Peak Day	5	5	4	5	4	1	1	
Saturday								
Sunday								
Holidays								

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun- teer
Operators	5	2		
Office	1	1		
Maintenance				
Admin.	1	1		
TOTAL:	7	4		

OPERATORS UNION: NONE  
Conventional  
ATU, LOCAL 1189

### MAXIMUM WAGE RATES:

Operators:	\$9.25	Conventional
Maintenance:	N/A	\$12.33
		\$13.42

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =	Operating Revenue	19%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 1.91	
Share of Net Cost	- Provincial	71%
	- Municipal (incl. Donations)	29%

### EFFICIENCY (Dedicated Service Only)

Cost/Hour	\$19.62
Cost/Kilometre	\$ 1.23
Maintenance Cost/Kilometre	\$ 0.092

### SERVICE

Registrants/Capita	0.0104
Revenue Vehicle Hours/Capita	0.119
Trips/Capita	0.358
Trips by Non-Dedicated Service	-

### EFFECTIVENESS

COST/TRIP	\$ 6.27
- Dedicated	-
- Non-Dedicated	-

### LABOUR PRODUCTIVITY

Hours/Operator	1,416
----------------	-------

### SERVICE UTILIZATION

Trips/Hour	3.0
Kilometres/Hour	16
Average Kilometres/trip	5.3
Trips/Registrant	34.5
Unaccommodated Trip Requests	1.7%
Cancellations	9.6%
No-Shows	0.3%

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,416
Kilometres/Vehicle	22,572

# HALTON HILLS ACTIVAN

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: TED DREWLO P. ENG.  
(416) 877-5185

OPERATIONS CONTACT: TED TYLER  
(519) 853-1550

SERVICE STARTED IN: MAY 1981  
POPULATION SERVED: 35,570  
SERVICE AREA (ha): 28,065

ADVISORY COMMITTEE? YES  
7

Members

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board ☒ X  
Unable to Use ☐  
Unable to Use With Dignity ☐  
Other ☐

### ELIGIBILITY COMMITTEE? NO

ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF AND  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair 25 13%  
- Ambulatory 100 51%  
- Temporary 70 36%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
TOTAL: 195

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years X  
Not Within Past 5 Years

### COMPANIONS ALLOWED IF SPACE?

YES  
NO

VISITORS ELIGIBLE?

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 56,107	
Non-Dedicated	\$ 0	
TOTAL:	\$ 56,107	\$ 8,607

### NET OPERATING COST:

Provincial Share	\$ 30,689
Municipal Share	\$ 16,811
Donations	\$ 0

### ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible	N/A	0
- Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companions	N/A	0
Other (not eligible)	N/A	0
TOTAL:	5,776	0

### TRIP TYPES:

Subscription	1,155	20%
Pre-booked	0	0%
Reservation	4,332	75%
Demand-Response	289	5%

### UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:	50
NO-SHOWS:	50

## SERVICE

TYPE: Door to Door  
Curb to Curb ☒ X  
Accessible Door

### HOURS OF SERVICE:

Weekdays -08:00 TO 17:00  
Saturday  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 7 DAYS

### METHODS:

Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually  
Computer

### FARE STRUCTURE:

	Cash	Tickets & Punchcards
Adult	\$1.00	
Child	\$1.00	
Student		
Senior	\$1.00	
Attendat	\$1.00	
Companion	\$1.00	
Other		

### OTHER METHODS OF PAYING FARE:

\$3.55/TP INV. AT H.B.E. FOR SCL. TRIP

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours:	NO	CONV. SERVICE
Fare Structure:	NO	CONV. SERVICE



## VEHICLES

### VEHICLE TYPES:

Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
1	3	4	7.0
S-Wagon/Sedan			
Modified Vans			
Small Buses			
Purpose-Built			
Other			

TOTAL: 1

### OWNERSHIP: MUNICIPALITY MAINTENANCE: OPERATOR

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	1	1	1	1	1				
Saturday		1	1						
Sunday		1	1						
Holidays		1	1						

## EMPLOYEES

### NUMBER OF EMPLOYEES:

Full Time	Part Time	Shared	Volunteer
1	2		
	1		
	1		
Operators			
Office			
Maintenance			
Admin.			

TOTAL: 1

### OPERATORS UNION: NONE

NO CONVENTIONAL SERVICE

### MAXIMUM WAGE RATES:

Operators:	N/A	Conventional
Maintenance:	N/A	-

## PERFORMANCE INDICATORS

### SERVICE

Registrants/Capita	0.0055
Revenue Vehicle Hours/Capita	0.041
Trips/Capita	0.162
Trips by Non-Dedicated Service	-
EFFECTIVENESS	
COST/TRIP	\$ 9.71
- Dedicated	-
- Non-Dedicated	-

### LABOUR PRODUCTIVITY

Hours/Operator	489
----------------	-----

### SERVICE UTILIZATION

Trips/Hour	3.9
Kilometres/Hour	25
Average Kilometres/ Trip	6.3
Trips/Registrant	29.6
Unaccommodated Trip Requests	0.9%
Cancellations	0.9%
No-Shows	0.9%

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,468
Kilometres/Vehicle	36,520

### FINANCIAL

R/C =	Operating Revenue	15%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 1.34	
Share of Net Cost	- Provincial	65%
	- Municipal (incl. Donations)	35%
EFFICIENCY		
(Dedicated Service Only)		
Cost/Hour	\$38.22	
Cost/Kilometre	\$ 1.54	
Maintenance Cost-Kilometre	\$ 0.150	

# HAMILTON-WENTWORTH D.A.R.T.S.

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

- Unable to Board
- Unable to Use
- Unable to Use With Dignity
- Other

X

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF AND  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? NO

WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

- Eligible - Wheelchair
- Eligible - Ambulatory
- Temporary
- Attendants/Companions
- Other (not eligible)

2,100  
3,100  
0  
0  
0

40%  
60%  
0%  
0%  
0%

TOTAL:

5,200

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

- At Least Annually
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years

X

COMPANIONS ALLOWED IF SPACE?

YES

VISITORS ELIGIBLE?

YES

### MUNICIPAL CONTACT:

OPERATIONS CONTACT: BRIAN PINTO

(416) 529-1212

SERVICE STARTED IN: 1976  
POPULATION SERVED: 414,000  
SERVICE AREA (ha): 66,560

ADVISORY COMMITTEE? YES

16

Members

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$2,013,000	
Non-Dedicated	\$ 816,000	
TOTAL:	\$2,829,000	\$533,000

### NET OPERATING COST:

Provincial Share	\$1,521,000
Municipal Share	\$ 775,000
Donations	\$ 0

## SERVICE

TYPE: Door to Door

- Curb to Curb
- Accessible Door

X

### HOURS OF SERVICE:

Weekdays	-06:00 TO 23:00
Saturday	-09:00 TO 23:00
Sunday	-09:00 TO 23:00
Holidays	

CALL-INS: NO MINIMUM, NO MAXIMUM

### METHODS:

- Registration
- Reservations
- Scheduling
- Dispatching

Manually

Computer

X  
X  
X  
X

### FARE STRUCTURE:

	Cash	Tickets & Punchedcards	Monthly Passes
Adult	\$1.00	\$1.00	
Child	\$1.00	\$1.00	
Student	\$1.00	\$1.00	
Senior	\$1.00	\$1.00	
Attendant	\$1.00	\$1.00	
Companion	\$1.00	\$1.00	
Other			

### OTHER METHODS OF PAYING FARE:

AGENCY RATE \$3.00-\$7.00/TRIP

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours:	LONGER
Fare Structure:	DIFFERENT, \$1.00 CASH

## VEHICLES

### VEHICLE TYPES:

Number  
S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

Typical  
Wheelchair  
(per veh.)

Typical  
Ambulatory  
(per veh.)

Average  
Age  
(years)

30 8 8 3.0

ANNUAL KILOMETRES:  
Revenue  
Total  
N/A  
1,350,000

ANNUAL HOURS:  
Revenue  
Total  
N/A  
66,000

IS NON-DEDICATED SERVICE  
AVAILABLE?  
YES

NUMBER OF OPERATORS:  
1

PAYMENT METHOD:  
Flat Rate/Trip  
per hour  
X

MAINTENANCE:  
CONTRACT OUT

OWNERSHIP:  
TOTAL: 30

FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	14	16	17	21	15	9	7		
Saturday	6	9	8	7	9	7			
Sunday	11	11	8	7	7	6			
Holidays									

## EMPLOYEES

### NUMBER OF EMPLOYEES:

Operators  
Office  
Maintenance  
Admin.

Full  
Time  
14  
6  
4

Part  
Time  
40

Volun-  
teer  
3

TOTAL: 24 40 3

OPERATORS UNION:  
Conventional  
CUPE, LOCAL 839  
ATU, LOCAL N/A

MAXIMUM WAGE RATES:  
Operators:  
Maintenance:  
Conventional  
\$11.64  
N/A  
\$15.73

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue  
Total Operating Cost

Net Operating Cost/Capita

Share of Net Cost  
- Provincial  
- Municipal (incl. Donations)

Cost/Hour

Cost/Kilometre

Maintenance Cost-Kilometre

19%

\$ 5.55

66%

34%

\$30.50

\$ 1.49

\$ 0.109

### SERVICE

Registrants/Capita

Revenue Vehicle Hours/Capita

Trips/Capita

Trips by Non-Dedicated Service

COST/TRIP

- Dedicated

- Non-Dedicated

LABOUR PRODUCTIVITY

Hours/Operator

0.0126

0.159

0.671

49%

\$14.28

\$ 5.96

1,222

### SERVICE UTILIZATION

Trips/Hour

Kilometres/Hour

Average Kilometres/mph

Trips/Registrant

Unaccommodated Trip Requests

Cancellations

No-Shows

VEHICLE UTILIZATION  
(Dedicated Service Only)

Revenue Hours/Vehicle

Kilometres/Vehicle

4.2

20

4.9

53.5

0.4%

5.7%

2.0%

2,200

45,000

# HANOVER

BRUCE, GREY & HURON DIST TRANSP

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: G.B. KUENEMAN  
(519) 364-2780

OPERATIONS CONTACT: JOE PICKERING  
(519) 881-2230

SERVICE STARTED IN: DEC. 1985  
POPULATION SERVED: 30,000  
SERVICE AREA (ha): N/A

ADVISORY COMMITTEE? YES  
11 Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use X  
Unable to Use With Dignity X  
Other

ELIGIBILITY COMMITTEE?

YES  
11

Members

REGISTRATION REQUIRED?

NO

REGISTRATION CARDS?

NO

WAITING LIST?

NO

on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair  
- Ambulatory  
- Temporary  
Attendants/Companions  
Other (not eligible)

TOTAL:

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?

YES

VISITORS ELIGIBLE?

YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 118,034	
Non-Dedicated	\$ 0	
TOTAL:	\$ 118,034	\$ 15,962

NET OPERATING COST:

Provincial Share	\$ 52,644
Municipal Share	\$ 20,000
Donations	\$ 29,428

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	2,419	0
- Ambulatory	605	0
Attendants/Companions	453	0
Other (not eligible)	65	0
TOTAL:	3,542	0

TRIP TYPES:

Subscription	2,480	70%
Pre-booked	708	20%
Reservation	177	5%
Demand-Response	177	5%

UNACCOMMODATED TRIP REQUESTS:

0

CANCELLED TRIPS:

0

NO-SHOWS:

0

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:

Weekdays	-08:00 TO 21:30
Saturday	-09:00 TO 22:00
Sunday	-08:30 TO 18:00
Holidays	-08:00 TO 18:00

CALL-INS: MIN 2 HRS, MAX 24 DAYS

METHODS:

Registration	Manually X	Computer
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards
Adult	\$2.00	
Child	\$2.00	
Student	\$2.00	
Senior	\$2.00	
Attendant	N/C	
Companion	N/C	
Other		

OTHER METHODS OF PAYING FARE:

\$1.50/TRIP TO DAY HOSPITAL

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours:	NO CONV. SERVICE
Fare Structure:	NO CONV. SERVICE



## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	7	3	1	2.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				

TOTAL: 7

### OWNERSHIP:

MAINTENANCE: CONTRACT OUT

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	7	7	2	7	7	1	1	1	1
Saturday	1	1	1	1	1	1	1	1	1
Sunday	1	1	1	1	1	1	1	1	1
Holidays	1	1	1	1	1	1	1	1	1

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	7			
Office Maintenance Admin.	1			
TOTAL:	8			

### NUMBER OF OPERATORS:

CONVENTIONAL SERVICE  
NONE

### MAXIMUM WAGE RATES:

Operators:	\$8.65	Conventional
Maintenance:	N/A	-

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =	Operating Revenue	14%
	Total Operating Cost	
Net Operating Cost/Capita		\$ 3.40
Share of Net Cost	- Provincial	52%
	- Municipal (incl. Donations)	48%
	EFFICIENCY (Dedicated Service Only)	
Cost/Hour		\$17.20
Cost/Kilometre		\$ 4.88
Maintenance Cost/Kilometre		\$ 0.338

### SERVICE

Registrants/Capita	-
Revenue Vehicle Hours/Capita	0.229
Trips/Capita	0.103
Trips by Non-Dedicated Service	-
EFFECTIVENESS	
COST/TRIP	- Dedicated \$33.32
	- Non-Dedicated -
LABOUR PRODUCTIVITY	
Hours/Operator	981

### SERVICE UTILIZATION

Trips/Hour	0.5
Kilometres/Hour	4
Average Kilometres/trip	8.0
Trips/Registrant	-
Unaccommodated Trip Requests	0.0%
Cancellations	0.0%
No Shows	0.0%

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	981
Kilometres/Vehicle	3,454

**KENORA, KEEWATIN, JAFFRAY & MELICK  
HANDI-TRANSIT**

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: J. TIVY  
(807) 468-8906

OPERATIONS CONTACT: N. MARTIN  
(807) 468-8906

SERVICE STARTED IN: JUNE 1980  
POPULATION SERVED: 15,265  
SERVICE AREA (ha): 23,883

ADVISORY COMMITTEE? YES  
10 Members

**REGISTRANTS**

LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use X  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES  
10 Members

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 36 75%  
- Ambulatory 6 13%  
- Temporary 6 13%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
TOTAL: 48

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years X  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?  
VISITORS ELIGIBLE? YES  
YES

**FINANCIAL**

OPERATING COSTS AND REVENUES:

Dedicated	Oper. Cost	Revenue
Non-Dedicated	\$ 40,664	
	\$ 0	
	=====	=====
TOTAL:	\$ 40,664	\$ 8,077

NET OPERATING COST:

Provincial Share	\$ 24,440
Municipal Share	\$ 5,767
Donations	\$ 2,380

ANNUAL ONE-WAY TRIPS:

Eligible	- Wheelchair	Dedicated	Non-Ded.
	- Ambulatory	3,430	0
Attendants/Companions	0	3,430	0
Other (not eligible)	0	0	0
	=====	=====	=====
TOTAL:	6,860		0

TRIP TYPES:

Subscription	3,280	48%
Pre-booked	328	5%
Reservation	2,924	43%
Demand-Response	328	5%

UNACCOMMODATED TRIP REQUESTS: 0

CANCELLED TRIPS: 50  
NO-SHOWS: 25

**SERVICE**

TYPE: Door to Door  
Curb to Curb

Accessible Door X THREE STEP RISE

HOURS OF SERVICE:

Weekdays	-08:00 TO 23:30
Saturday	-08:00 TO 23:30
Sunday	-08:00 TO 23:30
Holidays	-08:00 TO 23:30

CALL-INS: MIN 24 HRS, MAX 365 DAYS

METHODS:

Registration X  
Reservations X  
Scheduling X  
Dispatching X

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.00		
Child	\$1.00		
Student	\$1.00		
Senior	\$1.00		
Attendant	\$1.00		
Companion	\$1.00		
Other			

OTHER METHODS OF PAYING FARE:  
N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: SHORTER  
Fare Structure: DIFFERENT, \$.75 CASH

# VEHICLES

## VEHICLE TYPES:

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose Built  
Other

Number  
Typical Wheelchair (per veh.)  
Typical Ambulatory (per veh.)  
Average Age (years)

1 4 2 1.0

TOTAL: 1

OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	1	1	1	1	1	1	1	1	
Saturday	1	1	1	1	1	1	1	1	
Sunday	1	1	1	1	1	1	1	1	
Holidays	1	1	1	1	1	1	1	1	

# EMPLOYEES

## NUMBER OF EMPLOYEES:

Operators  
Office  
Maintenance  
Admin.

Full Time 1  
Part Time 5  
Volunteer 2

TOTAL: 1 5 1 3

OPERATORS UNION: NONE  
Conventional

## MAXIMUM WAGE RATES:

Operators: \$8.53  
Maintenance: \$13.83  
Conventional \$8.95  
\$17.00

# PERFORMANCE INDICATORS

## SERVICE

Registrants/Capita 0.0031  
Revenue Vehicle Hours/Capita 0.164  
Trips/Capita 0.449  
Trips by Non-Dedicated Service -

## EFFECTIVENESS

COST/TRIP - Dedicated \$ 5.93  
- Non-Dedicated -

## LABOUR PRODUCTIVITY

Hours/Operator 314

## SERVICE UTILIZATION

Trips/Hour 2.7  
Kilometres/Hour 1.4  
Average Kilometres/trip 5.1  
Trips/Registrant 142.9  
Unaccommodated Trip Requests 0.0%  
Cancellations 0.7%  
No-Shows 0.4%

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle 2,509  
Kilometres/Vehicle 34,747

## FINANCIAL

R/C = Operating Revenue 20%  
Total Operating Cost  
Net Operating Cost/Capita \$ 2.13  
Share of Net Cost - Provincial 75%  
- Municipal (incl. Donations) 25%

## EFFICIENCY (Dedicated Service Only)

Cost/Hour \$16.21  
Cost/Kilometre \$ 1.17  
Maintenance Cost-Kilometre \$ 0.155

# KINGSTON BUS FOR THE HANDICAPPED

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: R.K. FIEBIG  
(613) 546-4291

OPERATIONS CONTACT: LOU CARPENTIER  
(613) 542-2512

SERVICE STARTED IN: SEPT. 1967  
POPULATION SERVED: 88,000  
SERVICE AREA (sq): 7,072

ADVISORY COMMITTEE? YES  
MEMBERS 9

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Walk With Dignity  
Other

ELIGIBILITY COMMITTEE? NO

MEMBERS  
ELIGIBILITY DETERMINED BY  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? NO

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 627 82%  
- Ambulatory 134 18%  
- Temporary 0 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL: 761

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?

NO YES

VISITORS ELIGIBLE?

## FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated	\$ 587,174	Oper. Cost	\$ 587,174	Revenue
Non-Dedicated	\$ 0			
TOTAL:	\$ 587,174		\$ 190,204	

NET OPERATING COST:

Provincial Share	\$ 297,388
Municipal Share	\$ 99,242
Donations	\$ 340

ANNUAL ONE-WAY TRIPS:

Eligible	- Wheelchair	Dedicated	Non-Ded.
		55,499	0
	- Ambulatory	17,527	0
	Attendants/Companions	8,466	0
	Other (not eligible)	0	0
	TOTAL:	81,492	0

TRIP TYPES:

Subscription	N/A
Pre-booked	N/A
Reservation	N/A
Demand-Response	N/A

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS: N/A

NO SHOWS: N/A

## SERVICE

TYPE: Door to Door

Curb to Curb  
Accessible Door X TWO STEPS MAXIMUM

HOURS OF SERVICE:

Weekdays	-07:30 TO 23:00
Saturday	-09:00 TO 23:00
Sunday	-09:00 TO 23:00
Holidays	-09:00 TO 21:00

CALL-INS: MIN 1 HR, MAX 14 DAYS

METHODS:

Registration	Manually	Computer
Reservations		X
Scheduling	X	X
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards
Adult	\$1.00	\$1.00
Child	\$1.00	\$1.00
Student	\$1.00	\$1.00
Senior	\$1.00	\$1.00
Attendant	\$1.00	\$1.00
Companion		
Other		

OTHER METHODS OF PAYING FARE:

CHARGED TRIPS AND \$3.50/TRIP

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: SAME  
Fare Structure: DIFFERENT, \$0.95 CASH



## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	12	5	3	2.0
Modified Vans	1	15	12	4.0
Small Buses				
Purpose-Built				
Other RENTAL	1	5	0	NEW
TOTAL:	14			

OWNERSHIP: CONTRACTOR MAINTENANCE: CONTRACT OUT

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 after
Peak Day	14	14	6	14	6	2	2	
Saturday	3	3	3	1	3	3	1	
Sunday	3	3	3	2	3	3	2	
Holidays	4			4	4	4	2	

### ANNUAL KILOMETRES:

Revenue	419,066
Total	419,066

### ANNUAL HOURS:

Revenue	29,495
Total	34,162

IS NON-DEDICATED SERVICE AVAILABLE? YES

NUMBER OF OPERATORS: 2

PAYMENT METHOD:

Flat Rate/rip per hour X

per Kilometre

Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	14	6		
Office	2			
Maintenance				
Admin.	2			8
TOTAL:	18	6		8

OPERATORS UNION: CBRTW, LOCAL 291

Conventional CBRTW, LOCAL 291

### MAXIMUM WAGE RATES:

Operators:	\$10.00	Conventional
Maintenance:	N/A	\$13.05
		\$13.29

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 32%

Net Operating Cost/Capita

\$ 4.51

Share of Net Cost

- Provincial

75%

25%

- Municipal (incl. Donations)

### EFFICIENCY

(Dedicated Service Only)

Cost/Hour

\$19.91

Cost/Kilometre

\$ 1.40

Maintenance Cost-Kilometre

\$ 0.156

### SERVICE

Registrants/Capita

0.0086

Revenue Vehicle Hours/Capita

0.335

Trips/Capita

0.830

Trips by Non-Dedicated Service

-

### EFFECTIVENESS

COST/TRIP - Dedicated

\$ 7.21

- Non-Dedicated

-

### LABOUR PRODUCTIVITY

Hours/Operator

1,475

### SERVICE UTILIZATION

Trips/Hour

2.5

Kilometres/Hour

14

Average Kilometres/rip

5.7

Trips/Registrant

96.0

Unaccommodated Trip Requests

-

Cancellations

-

No-Shows

-

### VEHICLE UTILIZATION

(Dedicated Service Only)

Revenue Hours/Vehicle

2,107

Kilometres/Vehicle

29,933

# KITCHENER-WATERLOO PROJECT LIFT

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: JOHN WEBSTER

(519) 741-2230

OPERATIONS CONTACT: DAVE SMITH

(519) 744-5150

SERVICE STARTED IN: OCT. 1973

POPULATION SERVED: 223,994

SERVICE AREA (ha): 14,000

ADVISORY COMMITTEE? YES

20

Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE?

YES  
4

Members

REGISTRATION REQUIRED?

YES  
NO

REGISTRATION CARDS? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 700 41%  
- Ambulatory 900 53%  
- Temporary 100 6%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL: 1,700

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?

YES  
YES

VISITORS ELIGIBLE?

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 815,757	
Non-Dedicated	\$ 107,698	
=====		
TOTAL:	\$ 923,455	\$ 87,588

NET OPERATING COST:

Provincial Share	\$ 421,700
Municipal Share	\$ 404,167
Donations	\$ 10,000

## SERVICE

TYPE: Door to Door

Curb to Curb

Accessible Door

X ONE STEP MAXIMUM

HOURS OF SERVICE:

Weekdays	-07:00 TO 23:30
Saturday	-08:30 TO 23:30
Sunday	-09:00 TO 23:30
Holidays	-09:00 TO 23:30

CALL-INS: MIN 2 HRS, MAX 21 DAYS

METHODS:

Registration	Manually	Computer
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.00	10/\$10.00	
Child	\$1.00	10/\$10.00	
Student	\$1.00	10/\$10.00	
Senior	\$1.00	10/\$10.00	
Attendat	\$1.00	10/\$10.00	
Companion	\$1.00	10/\$10.00	
Other	\$1.00	10/\$10.00	

OTHER METHODS OF PAYING FARE:

SOME LARGE AGENCIES PAY BY INVOICE

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER

Fare Structure: DIFFERENT, \$1.00 CASH

# VEHICLES

## VEHICLE TYPES:

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose Built  
Other

Number	Typical Wheelchair (per veh.)	Average Age (years)
9	5	3.5

TOTAL: 9

OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12
Peak Day	7	7	7	7	6	3	2	
Saturday	1	2	4	4	3	3	1	
Sunday		5	5	5	4	2	2	
Holidays		2	2	2	2	2	2	

## ANNUAL KILOMETRES:

Revenue	503,113
Total	511,763

## ANNUAL HOURS:

Revenue	24,007
Total	28,262

IS NON-DEDICATED SERVICE AVAILABLE? YES

NUMBER OF OPERATORS: 2

## PAYMENT METHOD:

Flat Rate/Trip

per hour

per kilometre

Meter Rate

X

## PAYMENT VERIFICATION:

BILL VER.SIGN BY PASGR.

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	14	2		
Office	5	1		
Maintenance				
Admin.	1			
TOTAL:	20	3		

## OPERATORS UNION:

NONE CBRW, LOCAL N/A

## MAXIMUM WAGE RATES:

Operators:	\$11.30	Conventional	\$13.08
Maintenance:	N/A		\$14.93

# PERFORMANCE INDICATORS

## FINANCIAL

R/C =  $\frac{\text{Operating Revenue}}{\text{Total Operating Cost}}$  9%

Net Operating Cost/Capita

\$ 3.73

Share of Net Cost

- Provincial  
- Municipal (incl. Donations)

50%  
50%

## EFFICIENCY

(Dedicated Service Only)

Cost/Hour

\$33.98

Cost/Kilometre

\$ 1.62

Maintenance Cost-Kilometre

\$ 0.208

## SERVICE

Registrants/Capita

0.0076

Revenue Vehicle Hours/Capita

0.107

Trips/Capita

0.287

Trips by Non-Dedicated Service

24%

## EFFECTIVENESS

COST/TRIP -Dedicated

\$16.09

- Non-Dedicated

\$ 6.63

## LABOUR PRODUCTIVITY

Hours/Operator

1,500

## SERVICE UTILIZATION

Trips/Hour

2.7

Kilometres/Hour

21

Average Kilometres/Trip

7.8

Trips/Registrant

37.9

Unaccommodated Trip Requests

5.0%

Cancellations

12.5%

No-Shows

1.4%

## VEHICLE UTILIZATION

(Dedicated Service Only)

Revenue Hours/Vehicle

2,667

Kilometres/Vehicle

55,901

# LEAMINGTON HANDI-TRANSIT

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: W. MARCK  
(519) 326-5761

OPERATIONS CONTACT: D. ELLIS  
(519) 966-0930

SERVICE STARTED IN: 1984  
POPULATION SERVED: 12,655  
SERVICE AREA (ha): 827

ADVISORY COMMITTEE? YES  
11 Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION: X  
Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES 3 Members

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:  
Eligible - Wheelchair 99 61%  
- Ambulatory 61 38%  
- Temporary 2 1%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL: 162  
HOW OFTEN LIST OF REGISTRANTS SCREENED:  
At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:  
Dedicated Oper. Cost Revenue  
Non-Dedicated \$ 15,211 0  
TOTAL: \$ 15,211 \$ 3,903

NET OPERATING COST: \$ 11,308  
Provincial Share \$ 8,481  
Municipal Share \$ 2,827  
Donations \$ 0

ANNUAL ONE-WAY TRIPS:  
Eligible - Wheelchair Dedicated Non-Ded.  
- Ambulatory 475 0  
Attendants/Companions 1,651 0  
Other (not eligible) 483 0  
TOTAL: 2,609 0

TRIP TYPES:  
Subscription 576 22%  
Pre-booked 0 0%  
Reservation 2,033 78%  
Demand-Response 0 0%

UNACCOMMODATED TRIP REQUESTS: 0  
CANCELLED TRIPS: 31  
NO-SHOWS: 0

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:  
Weekdays -09:00 TO 17:00  
Saturday  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 14 DAYS  
METHODS: Manually Computer  
Registration X  
Reservations X  
Scheduling X  
Dispatching X

FARE STRUCTURE: Tickets & Monthly Passes  
Cash  
Adult \$1.50 8/\$12.00  
Child \$1.50 8/\$12.00  
Student \$1.50 8/\$12.00  
Senior \$1.50 8/\$12.00  
Attendant \$1.50 8/\$12.00  
Companion \$1.50 8/\$12.00  
Other \$1.50 8/\$12.00

OTHER METHODS OF PAYING FARE:  
N/A

COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$0.90 CASH



# VEHICLES

## VEHICLE TYPES:

Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
1	3	6	7.0

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

TOTAL: 1

## OWNERSHIP: MAINTENANCE: CONTRACT OUT

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	1	1	1	1	1	1	1	1	
Saturday									
Sunday									
Holidays									

## ANNUAL KILOMETRES:

Revenue Total	13,617
Revenue	N/A

## ANNUAL HOURS:

Revenue	837
Total	N/A

IS NON-DEDICATED SERVICE AVAILABLE? NO

## NUMBER OF OPERATORS:

PAYMENT METHOD: -

Fleet Rate/Trip

per hour

per kilometre

Meier Rate

PAYMENT VERIFICATION:

# EMPLOYEES

## NUMBER OF EMPLOYEES:

Operators	Full Time	Part Time	Shared	Volunteer
Office	1	1		
Maintenance	1			
Admin.	1			

TOTAL: 3

## OPERATORS UNION:

NONE

Conventional

MAXIMUM WAGE RATES:

Operators:	\$7.19	Conventional	N/A
Maintenance:	N/A		N/A

# PERFORMANCE INDICATORS

## SERVICE

Registrants/Capita	0.0128
Revenue Vehicle Hours/Capita	0.066
Trips/Capita	0.168
Trips by Non-Dedicated Service	-

## EFFECTIVENESS

COST/TRIP - Dedicated	\$ 5.83
- Non-Dedicated	-

## LABOUR PRODUCTIVITY

Hours/Operator	837
----------------	-----

## SERVICE UTILIZATION

Trips/Hour	2.5
Kilometres/Hour	16
Average Kilometres/Trip	6.4
Trips/Registrant	13.1
Unaccommodated Trip Requests	0.0%
Cancellations	1.2%
No-Shows	0.0%

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	837
Kilometres/Vehicle	13,617

## FINANCIAL

R/C = Operating Revenue	26%
Total Operating Cost	
Net Operating Cost/Capita	\$ 0.89
Share of Net Cost - Provincial	75%
- Municipal (incl. Donations)	25%

## EFFICIENCY (Dedicated Service Only)

Cost/Hour	\$18.17
Cost/Kilometre	\$ 1.12
Maintenance Cost/Kilometre	-

# LINDSAY LIMO

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: J.B. LUILOFF  
(705) 324-6171  
OPERATIONS CONTACT: ROD BOSTON  
(705) 324-0211

SERVICE STARTED IN: JAN 1984  
POPULATION SERVED: 14,626  
SERVICE AREA (ha): 1,540  
ADVISORY COMMITTEE? YES  
Members 7

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other

X

### ELIGIBILITY COMMITTEE?

YES  
6

Members

### REGISTRATION REQUIRED?

YES

### REGISTRATION CARDS?

YES

### WAITING LIST? NO

on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair 100 20%  
- Ambulatory 134 27%  
- Temporary 262 53%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL: 496

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

### COMPANIONS ALLOWED IF SPACE?

YES

### VISITORS ELIGIBLE?

YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 58,193	
Non-Dedicated	\$ 0	
TOTAL:	\$ 58,193	\$ 9,227

### NET OPERATING COST:

Provincial Share	\$ 36,724
Municipal Share	\$ 12,242
Donations	\$ 0
TOTAL:	\$ 48,966

## SERVICE

### TYPE: Door to Door

Curb to Curb

Accessible Door

X

WITHOUT LIFTING

### HOURS OF SERVICE:

Weekdays -0800 TO 1700  
Saturday -1000 TO 1600  
Sunday  
Holidays

### CALL-INS: MIN 24 HRS, NO MAXIMUM

### METHODS:

Registration	Manually	X	Computer
Reservations		X	
Scheduling		X	
Dispatching		X	

### FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.00		
Child	\$1.00		
Student	\$1.00		
Senior	\$1.00		
Attendant	\$1.00		
Companion	\$1.00		
Other			

### OTHER METHODS OF PAYING FARE:

N/A

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$0.80 CASH

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	1	5	4	4.5
Modified Vans				
Small Buses				
Purpose-Built				
Other				

=====

TOTAL: 1

### OWNERSHIP: MUNICIPALITY MAINTENANCE: OPERATOR

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	1	1	1	1	1	1			
Saturday	1	1	1	1	1				
Sunday									
Holidays									

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	1	1		
Office		1		
Maintenance		1		
Admin.		1		

=====

TOTAL: 1

### OPERATORS UNION: NONE

### MAXIMUM WAGE RATES:

Operators:	\$7.00	Conventional	\$12.18
Maintenance:	\$10.50		N/A

## PERFORMANCE INDICATORS

### SERVICE

Registrants/Capita	0.0339
Revenue Vehicle Hours/Capita	0.155
Trips/Capita	0.627
Trips by Non-Dedicated Service	-
EFFECTIVENESS	
COST/TRIP	\$ 6.31
- Dedicated	
- Non-Dedicated	-
LABOUR PRODUCTIVITY	
Hours/Operator	1,130

### FINANCIAL

R/C =	Operating Revenue	16%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 3.35	
Share of Net Cost	- Provincial	75%
	- Municipal (Incl. Donations)	25%
EFFICIENCY		
(Dedicated Service Only)		
Cost/Hour	\$25.75	
Cost/Kilometre	\$ 1.82	
Maintenance Cost/Kilometre	-	

### SERVICE UTILIZATION

Trips/Hour	4.1
Kilometres/Hour	14
Average Kilometres/mip	3.5
Trips/Registrant	18.5
Unaccommodated Trip Requests	8.0%
Cancellations	1.1%
No-Shows	0.0%
VEHICLE UTILIZATION	
(Dedicated Service Only)	
Revenue Hours/Vehicle	2,260
Kilometres/Vehicle	32,000

# LONDON

## PARATRANSIT SERVICE

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: G.A. MCINNIS  
(519) 661-5414

OPERATIONS CONTACT: JIM DONNELLY  
(519) 663-2222

SERVICE STARTED IN: NOV. 1977  
POPULATION SERVED: 280,000  
SERVICE AREA (ha): 17,675

ADVISORY COMMITTEE? YES  
Members 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use X  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? YES

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 1,000 44%  
- Ambulatory 1,250 56%  
- Temporary 0 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL: 2,250

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?

YES YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 756,361	
Non-Dedicated	\$ 0	
TOTAL:	\$ 756,361	\$ 95,132

NET OPERATING COST:

Provincial Share	\$ 423,746
Municipal Share	\$ 237,465
Donations	\$ 0

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	31,100	0
- Ambulatory	37,973	0
Attendants/Companions	7,033	0
Other (not eligible)	0	0
TOTAL:	76,106	0

TRIP TYPES:

Subscription	N/A
Pre-booked	N/A
Reservation	N/A
Demand-Response	N/A

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:	2,947
NO SHOWS:	16,193
	1,326

## SERVICE

TYPE: Door to Door  
Curb to Curb  
Accessible Door

X GRD. FLOOR DOOR

HOURS OF SERVICE:

Weekdays	-07:00 TO 24:00
Saturday	-08:30 TO 24:00
Sunday	-08:30 TO 24:00
Holidays	-08:30 TO 24:00

CALL-INS: MIN 1 HR, MAX 7 DAYS

METHODS:

Registration	Manually X	Computer
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.25		
Child	\$1.25		
Student	\$1.25		
Senior	\$1.25		
Attendee	\$1.25		
Companion	\$1.25		
Other	\$1.25		

OTHER METHODS OF PAYING FARE:

N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours:	LONGER
Fare Structure:	DIFFERENT, \$.85 CASH



# VEHICLES

## VEHICLE TYPES:

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

## Typical

Wheelchair  
(per veh.)  
0  
4  
6  
1.0  
1.0

## Typical

Ambulatory  
(per veh.)  
3  
6  
1.0  
1.0

## Average

Age  
(years)  
1.0  
1.0

## ANNUAL KILOMETRES:

Revenue  
Total  
ANNUAL HOURS:  
Revenue  
Total

N/A  
N/A  
N/A  
39,850

IS NON-DEDICATED SERVICE  
AVAILABLE?

NO

TOTAL: 12

OWNERSHIP: CONTRACTOR MAINTENANCE: OPERATOR

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	12	12	12	12	12	12	3	2	
Saturday	3	3	3	3	3	3	3	2	
Sunday	3	3	3	3	3	3	3	2	
Holidays	2	2	2	2	2	2	2	2	

# EMPLOYEES

## NUMBER OF EMPLOYEES:

Operators  
Office  
Maintenance  
Admin.

Full  
Time  
15  
1  
1  
1

Part  
Time  
8

Volun-  
teer

TOTAL:

17

8

OPERATORS UNION:  
Conventional  
ATU, LOCAL 741

## MAXIMUM WAGE RATES:

Operators:  
Maintenance:

\$6.00  
N/A

Conventional  
\$13.09  
\$13.89

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue  
Total Operating Cost

13%

## Net Operating Cost/Capita

\$ 2.36

Share of Net Cost  
- Provincial  
- Municipal (incl. Donations)

64%  
36%

EFFICIENCY  
(Dedicated Service Only)

Cost/Hour

\$18.98

Cost/Kilometre

-

Maintenance Cost-Kilometre

-

## SERVICE

Registrants/Capita

0.0080

Revenue Vehicle Hours/Capita

0.142

Trips/Capita

0.247

Trips by Non-Dedicated Service

-

## EFFECTIVENESS

COST/TRIP  
- Dedicated  
- Non-Dedicated

\$ 9.94  
-

## LABOUR PRODUCTIVITY

Hours/Operator

1,733

## SERVICE UTILIZATION

Trips/Hour  
Kilometres/Hour  
Average Kilometres/rip

1.7  
-  
-

Trips/Registrant

30.7

Unaccommodated Trip Requests  
Cancellations  
No-Shows

3.7%  
17.5%  
1.7%

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle

3,321

Kilometres/Vehicle

0

# MARKHAM

## MOBILITY BUS SERVICE

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT:

D.F. GORDON  
(416) 475-4710

OPERATIONS CONTACT: SAME AS MUNICIPAL

SERVICE STARTED IN: JUNE 1983  
POPULATION SERVED: 125,000  
SERVICE AREA (ha): 21,400

ADVISORY COMMITTEE? YES  
Members 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
ELIGIBILITY/ADVISORY COMMITTEE

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? YES

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 133 36%  
- Ambulatory 237 64%  
- Temporary 0 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL: 370

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES

VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 163,648	
Non-Dedicated	\$ 2,781	
TOTAL:	\$ 166,429	\$ 9,487

NET OPERATING COST:

Provincial Share	\$ 67,235
Municipal Share	\$ 89,707
Donations	\$ 0

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	3,820	0
- Ambulatory	4,484	266
Attendants/Companions	1,252	0
Other (not eligible)	0	0
TOTAL:	9,556	266

TRIP TYPES:

Subscription	2,161	22%
Pre-booked	4,518	46%
Reservation	2,947	30%
Demand-Response	196	2%

UNACCOMMODATED TRIP REQUESTS:

200

CANCELLED TRIPS:

400

NO-SHOWS:

25

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:

Weekdays -07:00 TO 22:00  
Saturday -10:00 TO 18:00  
Sunday  
Holidays

CALL-INS: NO MINIMUM, NO MAXIMUM

METHODS: Manually Computer

Registration X  
Reservations X  
Scheduling X  
Dispatching X

Monthly  
Passes

Tickets &  
Punchcards

FARE STRUCTURE:

	Cash
Adult	\$1.00
Child	\$1.00
Student	\$1.00
Senior	\$1.00
Attendant	\$1.00
Companion	\$1.00
Other	\$1.00

OTHER METHODS OF PAYING FARE:

N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER

Fare Structure: SAME ADULT FARE

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	2	4	6	5.0
Modified Vans	1	7	6	1.0
Small Buses				
Purpose-Built				
Other				

=====

TOTAL: 3

### OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	2	2	2	2	1	1			
Saturday	1	1	1	1					
Sunday									
Holidays									

### ANNUAL KILOMETRES:

Revenue 108,772  
Total 114,497

### ANNUAL HOURS:

Revenue 6,181  
Total 6,490

IS NON-DEDICATED SERVICE AVAILABLE? YES

NUMBER OF OPERATORS: 1  
PAYMENT METHOD:

Fleet Rate/Trip per hour

Meter Rate X

PAYMENT VERIFICATION: INDIVIDUAL CHARGE SLIPS

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Volunteer
Operators	2	2	2
Office	1		1
Maintenance		1	1
Admin.		2	

=====

TOTAL: 3

OPERATORS UNION: CUPE, LOCAL 1219  
Conventional NONE

### MAXIMUM WAGE RATES:

Operators: \$12.65  
Maintenance: \$15.73  
Conventional \$11.53  
\$16.70

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue 6%  
Total Operating Cost

Net Operating Cost/Capita \$ 1.26

Share of Net Cost - Provincial 43%  
- Municipal (incl. Donations) 57%

### EFFICIENCY (Dedicated Service Only)

Cost/Hour \$26.48

Cost/Kilometre \$ 1.50

Maintenance Cost-Kilometre \$ 0.170

### SERVICE

Registrants/Capita 0.0030

Revenue Vehicle Hours/Capita 0.049

Trips/Capita 0.069

Trips by Non-Dedicated Service 3%

### EFFECTIVENESS

COST/TRIP - Dedicated \$17.13  
- Non-Dedicated \$10.45

### LABOUR PRODUCTIVITY

Hours/Operator 1,030

### SERVICE UTILIZATION

Trips/Hour 1.4  
Kilometres/Hour 18  
Average Kilometres/ship 12.7

Trips/Registrant 23.2

Unaccommodated Trip Requests 2.0%  
Cancellations 3.9%  
No-Shows 0.3%

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle 2,060

Kilometres/Vehicle 36,257

# MILTON

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: BILL ROBERTS  
(416) 878-7211

OPERATIONS CONTACT: ROB COLBECK  
(416) 875-2133

SERVICE STARTED IN: AUG. 1987  
POPULATION SERVED: 22,000  
SERVICE AREA (ha): 1,214

ADVISORY COMMITTEE? YES  
Members 6

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY ADMINISTRATIVE STAFF

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? YES

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 7 27%  
- Ambulatory 11 42%  
- Temporary 0 0%  
Attendants/Companions 8 31%  
Other (not eligible) 0 0%  
===== 26

TOTAL:

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE? YES YES

## SERVICE

TYPE: Door to Door

Curb to Curb

Accessible Door

X ST. LEVEL, WCHAIR A

HOURS OF SERVICE:

Weekdays -17:00 TO 22:00

Saturday -

Sunday -

Holidays -

CALL-INS: MIN 24 HRS, NO MAXIMUM

METHODS:

Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually  
Computer

FARE STRUCTURE:

Tickets & Punchcards

Cash \$0.75

Adult

Child

Student

Senior

Attendant

Companion

Other

OTHER METHODS OF PAYING FARE:

N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER

Fare Structure: SAME

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 1,725	
Non-Dedicated	\$ 0	
TOTAL:	\$ 1,725	\$ 36

NET OPERATING COST:

Provincial Share	\$ 661
Municipal Share	\$ 1,028
Donations	\$ 0

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	44	0
- Ambulatory	2	0
Attendants/Companions	0	0
Other (not eligible)	0	0
TOTAL:	46	0

TRIP TYPES:

Subscription	0	0%
Pre-booked	23	50%
Reservation	23	50%
Demand Response	0	0%

UNACCOMMODATED TRIP REQUESTS:

0

CANCELLED TRIPS:

3

NO-SHOWS:

0



## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Average Age (years)
S-Wagon/Sedan	1	6	1.0
Modified Vans		3	
Small Buses			
Purpose-Built			
Other			

TOTAL: 1

OWNERSHIP: CONTRACTOR MAINTENANCE: OPERATOR

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12
Peak Day				1	1	1	1	
Saturday								
Sunday								
Holidays								

### ANNUAL KILOMETRES:

Revenue	N/A
Total	448

### ANNUAL HOURS:

Revenue	N/A
Total	210

IS NON-DEDICATED SERVICE AVAILABLE? NO

NUMBER OF OPERATORS: -

PAYMENT METHOD:

Flat Rate/Trip

per hour

per Kilometre

Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

### NUMBER OF EMPLOYEES:

Operators	Full Time	Part Time	Shared	Volunteer
Office				
Maintenance				
Admin.				

TOTAL: 2

OPERATORS UNION: NONE

Conventional

MAXIMUM WAGE RATES:

Operators:	\$15.00	Conventional	\$31.83
Maintenance:	\$15.00		\$32.00

## PERFORMANCE INDICATORS

### SERVICE

Registrants/Capita	0.0012
Revenue Vehicle Hours/Capita	0.010
Trips/Capita	0.002
Trips by Non-Dedicated Service	-

### EFFECTIVENESS

COST/TRIP - Dedicated	\$37.50
- Non-Dedicated	-

### LABOUR PRODUCTIVITY

Hours/Operator	210
----------------	-----

### SERVICE UTILIZATION

Trips/Hour	0.2
Kilometres/Hour	2
Average Kilometres/trip	9.7
Trips/Registrant	1.8
Unaccommodated Trip Requests	0.0%
Cancellations	6.1%
No-Shows	0.0%

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	210
Kilometres/Vehicle	448

### FINANCIAL

R/C = Operating Revenue	2%
Total Operating Cost	
Net Operating Cost/Capita	\$ 0.08
Share of Net Cost - Provincial	39%
- Municipal (incl. Donations)	61%

### EFFICIENCY (Dedicated Service Only)

Cost/Hour	\$ 8.21
Cost/Kilometre	\$ 3.85
Maintenance Cost/Kilometre	-

# NEWCASTLE HANDI-TRANSIT

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: JOHN BLANCHARD  
(416) 623-3379  
OPERATIONS CONTACT: DOUG MANUEL  
(416) 571-1222

SERVICE STARTED IN: OCT. 1981  
POPULATION SERVED: 38,000  
SERVICE AREA (ha): 57,590  
ADVISORY COMMITTEE? YES  
10 Members

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other

X

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF AND  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? NO  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair  
- Ambulatory  
- Temporary  
Attendants/Companions  
Other (not eligible)

TOTAL:

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

X

COMPANIONS ALLOWED IF SPACE?

YES

VISITORS ELIGIBLE?

YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 55,824	
Non-Dedicated	\$ 0	
TOTAL:	\$ 55,824	\$ 9,934

### NET OPERATING COST:

Provincial Share	\$ 20,445
Municipal Share	\$ 25,445
Donations	\$ 0

### ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible	1,999	0
- Wheelchair	278	0
- Ambulatory	108	0
Attendants/Companions	0	0
Other (not eligible)	0	0
TOTAL:	2,385	0

### TRIP TYPES:

Subscription	1,625	68%
Pre-booked	367	15%
Reservation	393	16%
Demand-Response	0	0%

### UNACCOMMODATED TRIP REQUESTS:

N/A

### CANCELLED TRIPS:

N/A

### NO-SHOWS:

N/A

## SERVICE

TYPE: Door to Door  
Curb to Curb  
Accessible Door

X

ONE STEP MAXIMUM

### HOURS OF SERVICE:

Weekdays -07:30 TO 17:30  
Saturday  
Sunday  
Holidays

CALL-INS: MIN 1 HR, MAX 5 DAYS

### METHODS:

Registration	X	Manually	Computer
Reservations	X		
Scheduling	X		
Dispatching	X		

### FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYING FARE:  
ZONE FARES, AGENCY CONTRACT

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: NO CONV. SERVICE  
Fare Structure: NO CONV. SERVICE

# VEHICLES

## VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	2	5	4	4.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				

=====

TOTAL: 2

## OWNERSHIP: MUNICIPALITY MAINTENANCE: CONTRACT OUT

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	2	2	1	2	1				
Saturday									
Sunday									
Holidays									

## ANNUAL KILOMETRES:

Revenue	52,821
Total	53,421
ANNUAL HOURS:	
Revenue	2,940
Total	3,276

IS NON-DEDICATED SERVICE AVAILABLE? NO

## NUMBER OF OPERATORS:

-

## PAYMENT METHOD:

Flat Rate/Trip per hour  
per kilometre  
Meter Rate

## PAYMENT VERIFICATION:

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Volunteer
Operators	1	1	
Office	2	1	
Maintenance			
Admin.	1		

TOTAL: 4

## OPERATORS UNION:

CONVENTIONAL NO CONVENTIONAL SERVICE

## MAXIMUM WAGE RATES:

Operators:	\$8.75	Conventional
Maintenance:	N/A	-

# PERFORMANCE INDICATORS

## SERVICE

Registrants/Capita	-
Revenue Vehicle Hours/Capita	0.077
Trips/Capita	0.060
Trips by Non-Dedicated Service	-
EFFECTIVENESS	
COST/TRIP - Dedicated	\$23.41
- Non-Dedicated	-
LABOUR PRODUCTIVITY	
Hours/Operator	1,470

## FINANCIAL

R/C =	Operating Revenue	18%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 1.21	
Share of Net Cost - Provincial	45%	
- Municipal (incl. Donations)	55%	
EFFICIENCY		
(Dedicated Service Only)		
Cost/Hour	\$18.99	
Cost/Kilometre	\$ 1.06	
Maintenance Cost-Kilometre	-	

## SERVICE UTILIZATION

Trips/Hour	0.8
Kilometres/Hour	18
Average Kilometres/Trip	23.2
Trips/Registrant	-
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-
VEHICLE UTILIZATION	
(Dedicated Service Only)	
Revenue Hours/Vehicle	1,470
Kilometres/Vehicle	26,411

# NEWMARKET NEWMARKET TRANSIT

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: JAMES M. BARBER  
(416) 895-5193

OPERATIONS CONTACT: JAMES M. BARBER  
(416) 895-5193

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? YES

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 137 24 %  
- Ambulatory 421 75 %  
- Temporary 6 1 %  
Attendants/Companions 0 0 %  
Other (not eligible) 0 0 %  
=====

TOTAL: 564

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years X  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE? YES YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 104,895	
Non-Dedicated	\$ 0	
TOTAL:	\$ 104,895	\$ 22,486

NET OPERATING COST:

Provincial Share	\$ 61,807
Municipal Share	\$ 20,602
Donations	\$ 0
TOTAL:	\$ 82,409

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	4,872	0
- Ambulatory	0	0
Attendants/Companions	1,015	0
Other (not eligible)	14,413	0
TOTAL:	20,300	0

TRIP TYPES:

Subscription	8,120	40 %
Pre-booked	528	3 %
Reservation	11,452	56 %
Demand-Response	200	1 %

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS: 100  
NO-SHOWS: 20

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:

Weekdays -08:00 TO 18:00  
Saturday  
Sunday  
Holidays

CAL-INS: MIN 24 HRS, MAX 14 DAYS

METHODS:

Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually  
Computer

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.25		
Child	\$1.25		
Student	\$1.25		
Senior	\$1.25		
Attendant	\$1.25		
Companion	\$1.25		
Other			

OTHER METHODS OF PAYING FARE:

SUBSCRIPTION SERVICE \$1.00/TRIP

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$.70 CASH

SERVICE STARTED IN: DEC.1981  
POPULATION SERVED: 36,000  
SERVICE AREA (ha): 3,626

ADVISORY COMMITTEE? NO

Members



# VEHICLES

## VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	1	3	3	6.0
Modified Vans	2	6	6	2.0
Small Buses				
Purpose-Built				
Other				

=====

TOTAL:

3

OWNERSHIP: MUNICIPALITY MAINTENANCE: TRANSIT

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 after
Peak Day	2	2	2	2	2	2		
Saturday								
Sunday								
Holidays								

## ANNUAL KILOMETRES:

Revenue	60,809
Total	60,809
ANNUAL HOURS:	
Revenue	5,020
Total	5,020

## IS NON-DEDICATED SERVICE AVAILABLE?

NO

## NUMBER OF OPERATORS:

-

## PAYMENT METHOD:

Flat Rate/Trip

per hour

per Kilometre

Meter Rate

## PAYMENT VERIFICATION:

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	2	1		
Office	1			
Maintenance				
Admin.	1			

TOTAL:

4

## OPERATORS UNION:

NONE

Conventional

## MAXIMUM WAGE RATES:

Operators:	\$10.41	Conventional	\$10.41
Maintenance:	N/A		\$13.48

# PERFORMANCE INDICATORS

## SERVICE

Registrants/Capita	0.0157
Revenue Vehicle Hours/Capita	0.139
Trips/Capita	0.536
Trips by Non-Dedicated Service	-

## EFFECTIVENESS

COST/TRIP	\$ 5.17
- Dedicated	-
- Non-Dedicated	-

## LABOUR PRODUCTIVITY

Hours/Operator	1,673
----------------	-------

## SERVICE UTILIZATION

Trips/Hour	3.8
Kilometres/Hour	12
Average Kilometres/trip	12.5
Trips/Registrant	8.6
Unaccommodated Trip Requests	0.0%
Cancellations	0.5%
No-Shows	0.1%

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,673
Kilometres/Vehicle	20,270

## FINANCIAL

R/C =	Operating Revenue	21%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 2.29	
Share of Net Cost	75%	
- Provincial	25%	
- Municipal (incl. Donations)		

## EFFICIENCY (Dedicated Service Only)

Cost/Hour	\$20.90
Cost/Kilometre	\$ 1.72
Maintenance Cost-Kilometre	\$ 0.277

# NIAGARA FALLS CHAIR-A-VAN

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: J.T. McMAHON  
(416) 356-1179

OPERATIONS CONTACT: TERRY LIBROCK  
(416) 356-1179

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES  
1 Members

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	192	49%
- Ambulatory	198	51%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	390	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 73,336	
Non-Dedicated	\$ 0	
TOTAL:	\$ 73,336	\$ 10,542

NET OPERATING COST:

Provincial Share	\$ 38,179
Municipal Share	\$ 24,795
Donations	\$ 0

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	3,636	0
- Ambulatory	3,714	0
Attendants/Companions	0	0
Other (not eligible)	0	0
TOTAL:	7,350	0

TRIP TYPES:

Subscription	735	10%
Pre-booked	735	10%
Reservation	5,806	79%
Demand-Response	74	1%

UNACCOMMODATED TRIP REQUESTS:

38
155
7

CANCELLED TRIPS:

NO-SHOWS:

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:

Weekdays - 08:20 TO 16:40  
Saturday  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, NO MAXIMUM

METHODS:  
Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually  
Computer

FARE STRUCTURE:

Adult	Cash	Tickets & Punchboards
Child	\$0.85	20/\$17.00
Student		
Senior		
Attendant		
Companion		
Other		

OTHER METHODS OF PAYING FARE:

N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours:	SAME
Fare Structure:	SAME

SERVICE STARTED IN: JULY 1977  
POPULATION SERVED: 72,107  
SERVICE AREA (ha): 21,165  
ADVISORY COMMITTEE? YES  
Members 7

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	1	3	6	4.0
Modified Vans	1	4	6	2.0
Small Buses				
Purpose-Built				
Other				

TOTAL: 2

### OWNERSHIP: MUNICIPALITY MAINTENANCE: TRANSIT

FLEET DISTRIBUTION BY TIME OF DAY:	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

### ANNUAL KILOMETRES:

Revenue	51,238
Total	51,238

### ANNUAL HOURS:

Revenue	2,547
Total	2,008

IS NON-DEDICATED SERVICE AVAILABLE? NO

NUMBER OF OPERATORS: -  
PAYMENT METHOD: Flat Rate/Trip

per hour  
per kilometre  
Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Volunteer
Operators	1		3
Office			
Maintenance		1	7
Admin.			

TOTAL: 11

OPERATORS UNION: NONE  
Conventional ATU, LOCAL 1582

### MAXIMUM WAGE RATES:

Operators:	\$11.85	Conventional
Maintenance:	N/A	\$12.86
		\$14.14

## PERFORMANCE INDICATORS

### SERVICE

Registrants/Capita	0.0054
Revenue Vehicle Hours/Capita	0.035
Trips/Capita	0.102
Trips by Non-Dedicated Service	-

### EFFECTIVENESS

COST/TRIP - Dedicated	\$ 9.98
- Non-Dedicated	-

### LABOUR PRODUCTIVITY

Hours/Operator	849
----------------	-----

### FINANCIAL

R/C = <u>Operating Revenue</u>	14%	Trips/Hour	2.9
<u>Total Operating Cost</u>		Kilometres/Hour	20
Net Operating Cost/Capita	\$ 0.87	Average Kilometres/mip	7.0
Share of Net Cost - Provincial	61%	Trips/Registrant	18.8
- Municipal (incl. Donations)	39%	Unaccommodated Trip Requests	0.5%
		Cancellations	2.1%
		No-Shows	0.1%

### EFFICIENCY (Dedicated Service Only)

Cost/Hour	\$28.79		
Cost/Kilometre	\$ 1.43	VEHICLE UTILIZATION (Dedicated Service Only)	
Maintenance Cost/Kilometre	\$ 0.257	Revenue Hours/Vehicle	1,274
		Kilometres/Vehicle	25,619

# NORTH BAY PARA-BUS

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: TERRY BRENT  
(705) 474-0400

OPERATIONS CONTACT: TERRY BRENT  
(705) 474-0400

SERVICE STARTED IN: 1982

POPULATION SERVED: 51,000

SERVICE AREA (ha): 33,670

ADVISORY COMMITTEE? YES

Members 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION: X

Unable to Board

Unable to Use

Unable to Use With Dignity

Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY ADMINISTRATIVE STAFF

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? NO

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 203 49%

- Ambulatory 208 51%

- Temporary 0 0%

Attendants/Companions 0 0%

Other (not eligible) 0 0%

TOTAL: 411

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X

Every 2 or 3 Years

Every 4 or 5 Years

Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES

VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 146,493	
Non-Dedicated	0	
TOTAL:	\$ 146,493	\$ 41,808

NET OPERATING COST: \* \$ 104,685

Provincial Share \$ 78,514

Municipal Share \$ 26,171

Donations \$ 0

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	8,922	0
- Ambulatory	2,491	0
Attendants/Companions	1,046	0
Other (not eligible)	0	0
TOTAL:	12,459	0

TRIP TYPES:

Subscription	8,426	68%
Pre-booked	0	0%
Reservation	4,000	32%
Demand-Response	33	0%

UNACCOMMODATED TRIP REQUESTS: N/A

CANCELLED TRIPS: 300

NO-SHOWS: N/A

## SERVICE

TYPE: Door to Door X

Curb to Curb

Accessible Door

HOURS OF SERVICE:

Weekdays -07:30 TO 17:30

Saturday -08:30 TO 16:30

Sunday -

Holidays -

CALL-INS: MIN 24 HRS, MAX 7 DAYS

METHODS: Manually Computer

Registration X

Reservations X

Scheduling X

Dispatching X

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.00		
Child	\$1.00		
Student	\$1.00		
Senior	\$1.00		
Attendant	\$1.00		
Companion	\$1.00		
Other	\$1.00		

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER

Fare Structure: DIFFERENT, \$0.75 CASH



# VEHICLES

## VEHICLE TYPES:

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

Number  
3  
4  
3  
Average  
Age  
(years)  
4.0

## ANNUAL KILOMETRES:

Revenue  
Total  
25,444  
25,444  
ANNUAL HOURS:  
Revenue  
Total  
7,266  
7,570

IS NON-DEDICATED SERVICE  
AVAILABLE? NO

TOTAL: 3

OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	3	3	3	3	3				
Saturday			1	1	1				
Sunday									
Holidays									

# EMPLOYEES

## NUMBER OF EMPLOYEES:

Operators  
Office  
Maintenance  
Admin.  
Full Time  
4  
Part Time  
2  
Volunteer  
6

TOTAL: 6

OPERATORS UNION: NONE  
Conventional  
C.U.P.E., LOCAL 122

## MAXIMUM WAGE RATES:

Operators: \$7.75  
Maintenance: \$14.16  
Conventional  
\$12.29  
\$14.16

# PERFORMANCE INDICATORS

## SERVICE

Registrants/Capita  
Revenue Vehicle Hours/Capita  
Trips/Capita  
Trips by Non-Dedicated Service  
0.0081  
0.142  
0.224  
-

## EFFECTIVENESS

COST/TRIP - Dedicated  
- Non-Dedicated  
\$11.76  
-

## LABOUR PRODUCTIVITY

Hours/Operator  
1,817

## SERVICE UTILIZATION

Trips/Hour  
Kilometres/Hour  
Average Kilometres/mip  
Trips/Registrant  
Unaccommodated Trip Requests  
Cancellations  
No-Shows  
1.6  
4  
2.2  
27.8  
-  
2.4 %  
-

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle  
Kilometres/Vehicle  
2,422  
8,481

## FINANCIAL

R/C = Operating Revenue  
Total Operating Cost  
Net Operating Cost/Capita  
Share of Net Cost - Provincial  
- Municipal (incl. Donations)  
29 %  
\$ 2.05  
75 %  
25 %

## EFFICIENCY (Dedicated Service Only)

Cost/Hour  
Cost/Kilometre  
Maintenance Cost-Kilometre  
\$20.16  
\$ 5.76  
\$ 0.507

# OAKVILLE CARE-A-VAN

SERVICE OPERATED BY: TRANSIT AUTHORITY

MUNICIPAL CONTACT: T.L. BEATSON  
(416) 844-0881

OPERATIONS CONTACT: W. AKKERMANS  
(416) 844-0881

SERVICE STARTED IN: MAY 1980  
POPULATION SERVED: 97,800  
SERVICE AREA (ha): 7,000

ADVISORY COMMITTEE? YES  
8 Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES  
2 Members

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	622	73%
- Ambulatory	219	26%
- Temporary	6	1%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	847	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated	\$ 145,363	Oper. Cost	\$ 145,363	Revenue	\$ 11,689
Non-Dedicated	\$ 0				
TOTAL:	\$ 145,363				\$ 11,689

NET OPERATING COST:

Provincial Share	\$ 62,484
Municipal Share	\$ 71,055
Donations	\$ 135

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair	Dedicated	Non-Ded.
- Ambulatory	3,298	0
Attendants/Companions	5,875	0
Other (not eligible)	434	0
TOTAL:	9,607	0

TRIP TYPES:

Subscription	0	0%
Pre-booked	0	0%
Reservation	9,607	100%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS: 60  
CANCELLED TRIPS: 906  
NO-SHOWS: N/A

## SERVICE

TYPE: Door to Door

Curb to Curb  
Accessible Door X ONE STEP MAXIMUM

HOURS OF SERVICE:

Weekdays -07:00 TO 18:00  
Saturday  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 5 DAYS

METHODS:

Registration	X	Manually	Computer
Reservations	X		
Scheduling	X		
Dispatching	X		

FARE STRUCTURE:

Cash	Tickets & Punchcards
Adult \$0.85	10/\$8.50
Child \$0.85	10/\$8.50
Student \$0.85	10/\$8.50
Senior \$0.85	10/\$8.50
Attendant \$0.85	10/\$8.50
Companion \$0.85	10/\$8.50
Other	

OTHER METHODS OF PAYING FARE:  
N/A

COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours: LONGER  
Fare Structure: SAME

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	3	5	6	4.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				

TOTAL: 3

### OWNERSHIP: MUNICIPALITY MAINTENANCE: TRANSIT

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	alter
Peak Day	2	2	2	2	2	1			
Saturday									
Sunday									
Holidays									

### ANNUAL KILOMETRES:

Revenue	N/A
Total	68,172
ANNUAL HOURS:	
Revenue	5,020
Total	5,020

IS NON-DEDICATED SERVICE AVAILABLE? NO

NUMBER OF OPERATORS: -  
PAYMENT METHOD:

Fleet Rate/Trip  
per hour  
Meter Rate  
per Kilometre

PAYMENT VERIFICATION:

## EMPLOYEES

### NUMBER OF EMPLOYEES:

Operators	Full Time	Part Time	Shared	Volunteer
Office	2	1		
Maintenance	1			
Admin.	1			

TOTAL: 5

OPERATORS UNION: C.U.P.E., LOCAL 1994  
Conventional  
C.U.P.E., LOCAL 1994

### MAXIMUM WAGE RATES:

Operators:	\$13.11	Conventional
Maintenance:	\$14.39	\$13.11
		\$14.39

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =  $\frac{\text{Operating Revenue}}{\text{Total Operating Cost}}$  8%

Net Operating Cost/Capita

\$ 1.37

Share of Net Cost

- Provincial 47%

- Municipal (incl. Donations) 53%

EFFICIENCY  
(Dedicated Service Only)

Cost/Hour

\$28.96

Cost/Kilometre

\$ 2.13

Maintenance Cost-Kilometre

-

### SERVICE

0.0087

Registrants/Capita

Revenue Vehicle Hours/Capita

0.051

Trips/Capita

0.094

Trips by Non-Dedicated Service

-

### EFFECTIVENESS

COST/TRIP

- Dedicated

- Non-Dedicated

\$15.13

-

### LABOUR PRODUCTIVITY

Hours/Operator

1,673

### SERVICE UTILIZATION

Trips/Hour 1.8

Kilometres/Hour 14

Average Kilometres/Trip 7.4

Trips/Registrant 10.8

Unaccommodated Trip Requests 0.6%

Cancellations 8.6%

No-Shows -

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle

1,673

Kilometres/Vehicle

22,724

# ORILLIA WHEELCHAIR LIMOUSINE SERVICE

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: MIKE COX  
(705) 325-1311  
OPERATIONS CONTACT: TRAVELWAYS SCHOOL  
(705) 326-7376

SERVICE STARTED IN: JUNE 1987  
POPULATION SERVED: 24,000  
SERVICE AREA (ha): 2,129

ADVISORY COMMITTEE? NO

Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES

3

Members

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 181 97%  
- Ambulatory 0 0%  
- Temporary 5 3%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
TOTAL: 186

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? NO

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Dedicated	Non-Dedicated	Oper. Cost	Revenue
	\$	\$	30,514	
			0	
TOTAL:	\$	\$	30,514	\$ 1,398

NET OPERATING COST: -\$

29,116

Provincial Share \$ 11,470  
Municipal Share \$ 17,646  
Donations \$ 0

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:

Weekdays -8:00 AM TO 5:00 PM  
Saturday -9:00 AM TO 5:00 PM  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 90 DAYS

METHODS:

Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually  
Computer

FARE STRUCTURE:

	Cash	Purchads	Tickets & Passes
Adult	\$1.00	\$1.00	N/A
Child	\$1.00	\$1.00	N/A
Student	\$1.00	\$1.00	N/A
Senior	\$1.00	\$1.00	N/A
Attendat	\$1.00	\$1.00	N/A
Companion	\$1.00	\$1.00	N/A
Other			

OTHER METHODS OF PAYING FARE:  
FLAT RATE \$1.00

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$0.65 CASH



## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
--	--------	-------------------------------	-------------------------------	---------------------

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

1 4 4 0.5

TOTAL: 1

### OWNERSHIP: MUNICIPALITY MAINTENANCE: OPERATOR

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 after
Peak Day	1	1	1	1	1	1	1	1
Saturday	1	1	1	1	1	1	1	1
Sunday								
Holidays								

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	1	2		
Office		1		
Maintenance		1		
Admin.		1		

TOTAL: 1

OPERATORS UNION: CBRT, LOCAL 307  
Conventional

### MAXIMUM WAGE RATES:

Operators: \$8.03  
Maintenance: N/A  
Conventional \$9.50  
\$12.00

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =  $\frac{\text{Operating Revenue}}{\text{Total Operating Cost}}$

Net Operating Cost/Capita

Share of Net Cost - Provincial - Municipal (incl. Donations)

EFFICIENCY (Dedicated Service Only)

Cost/Hour

Cost/Kilometre

Maintenance Cost-Kilometre

### SERVICE

Registrants/Capita

Revenue Vehicle Hours/Capita

Trips/Capita

Trips by Non-Dedicated Service

### EFFECTIVENESS

COST/TRIP - Dedicated - Non-Dedicated

### LABOUR PRODUCTIVITY

Hours/Operator

### SERVICE UTILIZATION

Trips/Hour

Kilometres/Hour

Average Kilometres/trip

Trips/Registrant

Unaccommodated Trip Requests  
Cancellations  
No-Shows

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle

Kilometres/Vehicle

# OSHAWA HANDI-TRANSIT

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: I. SCHAFFER  
(416) 725-7351

OPERATIONS CONTACT: DOUG MANUEL  
(416) 571-1222

SERVICE STARTED IN: JAN. 1974  
POPULATION SERVED: 123,000  
SERVICE AREA (ha): 6,216

ADVISORY COMMITTEE? YES  
10 Members

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use  
Unable to Use With Dignity X  
Other

ELIGIBILITY COMMITTEE? NO

MEMBERS  
ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF AND  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? NO  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair  
- Ambulatory  
- Temporary  
Attendants/Companions  
Other (not eligible)

TOTAL:

HOW OFTEN LIST OF REGISTRANTS SCREENED:  
At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years X

COMPANIONS ALLOWED IF SPACE?  
VISITORS ELIGIBLE? YES  
YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

Dedicated	\$ 334,578	Oper. Cost	Revenue
Non-Dedicated	\$ 0		
TOTAL:	\$ 334,578		\$133,869

### NET OPERATING COST:

Provincial Share	\$ 150,532
Municipal Share	\$ 50,027
Donations	\$ 150

### ANNUAL ONE-WAY TRIPS:

Eligible	- Wheelchair	Dedicated	Non-Ded.
	- Ambulatory	25,348	0
Attendants/Companions	2,945	4,474	0
Other (not eligible)	0	0	0
TOTAL:	32,767		0

### TRIP TYPES:

Subscription	11,160	34%
Pre-booked	2,595	8%
Reservation	1,926	6%
Demand-Response	17,086	52%

UNACCOMMODATED TRIP REQUESTS: N/A  
CANCELLED TRIPS: N/A  
NO-SHOWS: N/A

## SERVICE

TYPE: Door to Door  
Curb to Curb  
Accessible Door X ONE STEP MAXIMUM

### HOURS OF SERVICE:

Weekdays	-07:00 TO 23:00
Saturday	-08:00 TO 23:00
Sunday	-10:00 TO 22:00
Holidays	

CALL-INS: MIN 1 HR, MAX 3 DAYS

METHODS:  
Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually X  
Computer

### FARE STRUCTURE:

Cash	Tickets & Passes
Adult \$1.00	Punchcards
Child \$1.00	\$1.00
Student \$1.00	\$1.00
Senior \$1.00	\$1.00
Attendant \$1.00	\$1.00
Companion \$1.00	\$1.00
Other	

### OTHER METHODS OF PAYING FARE:

AGENCY CONTRACTS AND MONTHLY BILLIN  
COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours: LONGER  
Fare Structure: DIFFERENT

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	6	6	6	4.0
Modified Vans	1	5	4	6.0
Small Buses				
Purpose-Built				
Other				

TOTAL: 7

### OWNERSHIP: MUNICIPALITY MAINTENANCE: CONTRACT OUT

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	5	5	3	6	6	1	1	1	
Saturday	1	1	1	1	1	1	1	1	
Sunday	1	1	1	1	1	1	1	1	
Holidays									

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =	Operating Revenue	40%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 1.63	
Share of Net Cost	- Provincial	75%
	- Municipal (incl. Donations)	25%
Cost/Hour		\$25.65
Cost/Kilometre		\$ 1.67
Maintenance Cost/Kilometre		-

### SERVICE

Registrants/Capita	-
Revenue Vehicle Hours/Capita	0.106
Trips/Capita	0.242
Trips by Non-Dedicated Service	-
EFFECTIVENESS	
COST/TRIP	- Dedicated
	- Non-Dedicated
LABOUR PRODUCTIVITY	
Hours/Operator	1,631

### SERVICE UTILIZATION

Trips/Hour	2.3
Kilometres/Hour	15
Average Kilometres/Trip	6.7
Trips/Registrant	-
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-
VEHICLE UTILIZATION (Dedicated Service Only)	
Revenue Hours/Vehicle	1,864
Kilometres/Vehicle	28,600

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Volunteer
Operators	5	3	
Office	2	1	
Maintenance Admin.	1		

TOTAL: 8

OPERATORS UNION: NONE  
Conventional TBew, LOCAL 636

### MAXIMUM WAGE RATES:

Operators:	\$8.75	Conventional
Maintenance:	N/A	\$14.37
		\$17.06

# OTTAWA-CARLETON PARA TRANSPO

SERVICE OPERATED BY: TRANSIT AUTHORITY

MUNICIPAL CONTACT: PAT LARKIN  
(613) 748-4406

OPERATIONS CONTACT: PAT LARKIN  
(613) 748-4406

SERVICE STARTED IN: 1974  
POPULATION SERVED: 555,000  
SERVICE AREA (ha): 34,000

ADVISORY COMMITTEE? YES  
12 Members

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

### ELIGIBILITY COMMITTEE? NO

MEMBERS

ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF AND  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair 3,098 34%  
- Ambulatory 5,461 60%  
- Temporary 530 6%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
=====

TOTAL: 9,089

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$3,899,000	
Non-Dedicated	\$ 0	
TOTAL:	\$3,899,000	\$434,000
	=====	=====

### NET OPERATING COST:

Provincial Share	\$1,997,000
Municipal Share	\$1,468,000
Donations	\$ 0

## SERVICE

TYPE: Door to Door  
Curb to Curb  
Accessible Door X ONE STEP MAX

### HOURS OF SERVICE:

Weekdays	-06:30 TO 00:30
Saturday	-09:00 TO 00:30
Sunday	-09:00 TO 00:30
Holidays	-09:00 TO 00:30

CALL-INS: MIN 2 HRS, MAX 7 DAYS

METHODS: Manually Computer

Registration	X
Reservations	X
Scheduling	X
Dispatching	X

### FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.50		\$38.00
Child	\$1.50		\$38.00
Student	\$1.50		\$38.00
Senior	\$1.50		\$38.00
Attendee	\$1.50		\$38.00
Companion	\$1.50		\$38.00
Other	\$1.50		\$38.00

### OTHER METHODS OF PAYING FARE:

PEAK: \$1.75 CASH, \$46/MONTH PASS

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: SAME

Fare Structure: SAME AS ADULT PREMIUM



## VEHICLES

### VEHICLE TYPES:

	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	0	5	1.0
Modified Vans	3	4	1.0
Small Buses	8	3	1.0
Purpose-Built			
Other			

=====

TOTAL: 62

### OWNERSHIP: CONTRACTOR MAINTENANCE: OPERATOR

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	42	45	44	51	51	16	10		
Saturday	2	17	14	17	17	7	7		
Sunday	13	13	13	15	15	15	10		
Holidays	13	13	13	15	15	15	10		

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun- teer
Operators	83			
Office	12	3		
Maintenance		8		
Admin.	4			
	=====	=====	=====	=====
TOTAL:	99	11		

OPERATORS UNION: A.T.U., LOCAL 279  
Conventional A.T.U., LOCAL 279

### MAXIMUM WAGE RATES:

Operators:	\$8.40	Conventional
Maintenance:	\$12.50	\$14.03
		\$16.54

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue  
Total Operating Cost

Net Operating Cost/Capita

Share of Net Cost - Provincial  
- Municipal (incl. Donations)

EFFICIENCY  
(Dedicated Service Only)

Cost/Hour

Cost/Kilometre

Maintenance Cost/Kilometre

### SERVICE

Registrants/Capita

Revenue Vehicle Hours/Capita

Trips/Capita

Trips by Non-Dedicated Service

EFFECTIVENESS

COST/TRIP - Dedicated  
- Non-Dedicated

LABOUR PRODUCTIVITY

Hours/Operator

### SERVICE UTILIZATION

Trips/Hour

Kilometres/Hour

Average Kilometres/ Trip

Trips/Registrant

Unaccommodated Trip Requests  
Cancellations  
No-Shows

VEHICLE UTILIZATION  
(Dedicated Service Only)

Revenue Hours/Vehicle

Kilometres/Vehicle

# PARIS

## COMMUNITY VAN SERVICE

SERVICE OPERATED BY: HOSPITAL

MUNICIPAL CONTACT:

OPERATIONS CONTACT: WENDY PALEN

(519) 442-2251

SERVICE STARTED IN: OCT.-1978  
POPULATION SERVED: 8,000  
SERVICE AREA (ha): 1,121

ADVISORY COMMITTEE? YES  
18 Members

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use  
Unable to Use With Dignity X  
Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair 160 46%  
- Ambulatory 140 40%  
- Temporary 30 9%  
Attendants/Companions 20 6%  
Other (not eligible) 0 0%

TOTAL: 350

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?  
VISITORS ELIGIBLE? YES YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 34,891	
Non-Dedicated	\$ 0	
TOTAL:	\$ 34,891	\$ 0

### NET OPERATING COST:

Provincial Share	\$ 20,918
Municipal Share	\$ 13,973
Donations	\$ 0

### ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	1,476	0
- Ambulatory	4,032	0
Attendants/Companions	306	0
Other (not eligible)	0	0
TOTAL:	5,814	0

### TRIP TYPES:

Subscription	0	0%
Pre-booked	1,744	30%
Reservation	3,490	60%
Demand-Response	580	10%

### UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:	40
NO-SHOWS:	25
	15

## SERVICE

TYPE: Door to Door  
Curb to Curb  
Accessible Door X

### HOURS OF SERVICE:

Weekdays -09:00 TO 16:00  
Saturday  
Sunday  
Holidays

CALL-INS: MIN 1 HR, NO MAXIMUM

METHODS:  
Manually X  
Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Computer  
Monthly Passes

### FARE STRUCTURE:

	Cash	Tickets & Punchcards
Adult		
Child		
Student		
Senior		
Attendant		
Companion		
Other		

### OTHER METHODS OF PAYING FARE:

NO SET FARE AT PRESENT

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$0.85 CASH

# VEHICLES

## VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan				
Modified Vans	1	3	3	10.0
Small Buses	1	5	8	3.0
Purpose-Built				
Other				

TOTAL: 2

OWNERSHIP: HOSPITAL MAINTENANCE: CONTRACT OUT

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12
Peak Day		1	1	1				
Saturday								
Sunday								
Holidays								

## ANNUAL KILOMETRES:

Revenue 28,900  
Total 29,000

## ANNUAL HOURS:

Revenue 1,772  
Total 1,897

IS NON-DEDICATED SERVICE AVAILABLE? NO

NUMBER OF OPERATORS: -

PAYMENT METHOD:

Flat Rate/Trip per hour  
per kilometre  
Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators				
Office		2		
Maintenance				
Admin.				

TOTAL: 2

OPERATORS UNION: SEIU, LOCAL 204  
Conventional NONE

## MAXIMUM WAGE RATES:

Operators: \$9.87  
Maintenance: N/A  
Conventional N/A  
N/A

# PERFORMANCE INDICATORS

## SERVICE

Registrants/Capita	0.0438
Revenue Vehicle Hours/Capita	0.222
Trips/Capita	0.689
Trips by Non-Dedicated Service	-

## EFFECTIVENESS

COST/TRIP	\$ 6.00
- Dedicated	
- Non-Dedicated	

## LABOUR PRODUCTIVITY

Hours/Operator	886
----------------	-----

## FINANCIAL

R/C =	-
Operating Revenue	
Total Operating Cost	
Net Operating Cost/Capita	\$ 4.36
Share of Net Cost	60%
- Provincial	
- Municipal (incl. Donations)	40%

## EFFICIENCY

(Dedicated Service Only)

Cost/Hour	\$19.69
Cost/Kilometre	\$ 1.21
Maintenance Cost-Kilometre	\$ 0.106

## SERVICE UTILIZATION

Trips/Hour	3.1
Kilometres/Hour	16
Average Kilometres/mip	5.2
Trips/Registrant	15.7
Unaccommodated Trip Requests	0.7%
Cancellations	0.4%
No-Shows	0.3%

## VEHICLE UTILIZATION

(Dedicated Service Only)

Revenue Hours/Vehicle	886
Kilometres/Vehicle	14,450

# PEEL TRANSHELP

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: N. MCLEOD  
(416) 890-1564

OPERATIONS CONTACT: MARK A. WEAVER  
(416) 890-1564

SERVICE STARTED IN: 1981  
POPULATION SERVED: 612,500  
SERVICE AREA (sq): 75,897

ADVISORY COMMITTEE? NO

Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION: X

Unable to Board

Unable to Use

Unable to Use With Dignity

Other

ELIGIBILITY COMMITTEE? NO

MEMBERS DETERMINED BY ADMINISTRATIVE STAFF AND MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? NO

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 730 40%

- Ambulatory 930 50%

- Temporary 184 10%

Attendants/Companions 0 0%

Other (not eligible) 0 0%

TOTAL: 1,844

HOW OFTEN LIST OF REGISTRANTS SCREENED: X

At Least Annually

Every 2 or 3 Years

Every 4 or 5 Years

Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES

VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated	\$1,050,632	Revenue	
Non-Dedicated	\$298,346		
TOTAL:	\$1,348,978		\$183,942

NET OPERATING COST: \$1,165,036

Provincial Share \$667,419

Municipal Share \$436,227

Donations \$61,390

ANNUAL ONE-WAY TRIPS:

Eligible	36,685	Dedicated	Non-Ded.
- Wheelchair	23,211		5,310
- Ambulatory	9,668		30,089
Attendants/Companions	0		0
Other (not eligible)	0		0
TOTAL:	69,564		35,399

TRIP TYPES:

Subscription	67,659	64%
Pre-booked	0	0%
Reservation	24,777	24%
Demand-Response	2,859	3%

UNACCOMMODATED TRIP REQUESTS: 3,118

CANCELLED TRIPS: 4,071

NO-SHOWS: 955

## SERVICE

TYPE: Door to Door

Curb to Curb

Accessible Door X THREE STEPS MAX

HOURS OF SERVICE:

Weekdays -07:30 TO 23:30

Saturday -09:00 TO 23:30

Sunday

Holidays

CALL-INS: MIN 48 HRS, NO MAXIMUM

METHODS:

Manually X

Registration X

Reservations X

Scheduling X

Dispatching X

Computer

FARE STRUCTURE:

Cash	Tickets & Passes
\$1.00	Punchcards
\$1.00	TICKETS \$41.00
\$1.00	5/\$5.00 \$41.00
\$1.00	PUNCHCARD \$41.00
\$1.00	30/\$30.00 \$41.00

Companion \$1.00

Other \$1.00

OTHER METHODS OF PAYING FARE:

SEPARATE CHARTER SERVICE \$25.00/HR

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER

Fare Structure: SAME

# VEHICLES

## VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	1	0	0	1.0
Modified Vans	15	4	6	3.5
Small Buses	2	6	6	1.0
Purpose-Built	1	7	14	4.0
Other				

=====

TOTAL: 19

## OWNERSHIP: MUNICIPALITY MAINTENANCE: OPERATOR

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	8	10	10	11	8	3	3		
Saturday	3	3	3	2	2	1	1		
Sunday									
Holidays									

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Volunteer
Operators	11	11	
Office	6	3	
Maintenance	2		
Admin.	3		

=====

TOTAL: 22 14

OPERATORS UNION: CUPE, LOCAL 1483A  
Conventional ATU, LOCAL N/A

## MAXIMUM WAGE RATES:

		Conventional
Operators:	\$10.30	\$14.00
Maintenance:	\$11.71	\$14.97

# PERFORMANCE INDICATORS

## SERVICE

Registrants/Capita	0.0030
Revenue Vehicle Hours/Capita	0.045
Trips/Capita	0.156
Trips by Non-Dedicated Service	34%
COST/TRIP	\$15.10 \$ 8.43
Hours/Operator	1,255

## SERVICE UTILIZATION

Trips/Hour	3.5
Kilometres/Hour	23
Average Kilometres/rip	6.6
Trips/Registrant	51.7
Unaccommodated Trip Requests	2.9%
Cancellations	3.7%
No-Shows	0.9%
Revenue Hours/Vehicle	1,453
Kilometres/Vehicle	33,138

## FINANCIAL

R/C =	Operating Revenue	14%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 1.90	
Share of Net Cost	- Provincial	57%
	- Municipal (incl. Donations)	43%
Cost/Hour	\$38.05	
Cost/Kilometre	\$ 1.67	
Maintenance Cost/Kilometre	-	

## EFFICIENCY (Dedicated Service Only)

## EFFECTIVENESS

COST/TRIP - Dedicated  
- Non-Dedicated

## LABOUR PRODUCTIVITY

## VEHICLE UTILIZATION (Dedicated Service Only)



# PETERBOROUGH HANDI-VAN

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: R. W. MacKAY  
(705) 748-8895

OPERATIONS CONTACT: WILLIAM PACKER  
(705) 745-0525

SERVICE STARTED IN: SEPT. 1976

POPULATION SERVED: 62,500

SERVICE AREA (ha): 5,322

ADVISORY COMMITTEE? YES

Members 10

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board X

Unable to Use

Unable to Use With Dignity

Other

ELIGIBILITY COMMITTEE? NO

MEMBERS  
ELIGIBILITY DETERMINED BY  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? NO

WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair 180 35%

- Ambulatory 335 65%

- Temporary 1 0%

Attendants/Companions 0 0%

Other (not eligible) 0 0%

TOTAL: 516

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually

Every 2 or 3 Years

Every 4 or 5 Years

Not Within Past 5 Years X

COMPANIONS ALLOWED IF SPACE? NO

VISITORS ELIGIBLE? YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 230,866	
Non-Dedicated	\$ 2,140	
TOTAL:	\$ 233,006	\$ 30,387

### NET OPERATING COST:

Provincial Share	\$ 151,854
Municipal Share	\$ 50,765
Donations	\$ 0

### ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	10,316	0
- Ambulatory	19,359	1,000
Attendants/Companions	4,712	0
Other (not eligible)	0	0
TOTAL:	34,387	1,000

### TRIP TYPES:

Subscription	10,616	30%
Pre-booked	3,539	10%
Reservation	20,524	58%
Demand-Response	708	2%

### UNACCOMMODATED TRIP REQUESTS:

N/A

1,500

500

### CANCELLED TRIPS:

NO-SHOWS:

## SERVICE

TYPE: Door to Door

Curb to Curb

Accessible Door X TWO STEPS

### HOURS OF SERVICE:

Weekdays -07:15 TO 23:15

Saturday -07:15 TO 23:15

Sunday -09:30 TO 20:00

Holidays

CALL-INS: MIN 24 HRS, MAX 14 DAYS

METHODS: Manually Computer

Registration X

Reservations X

Scheduling X

Dispatching X

### FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$0.85		\$32.00
Child	\$0.60		\$15.00
Student	\$0.85		\$25.00
Senior	\$0.85		\$50/YR
Attendant	\$0.85		
Companion			
Other			

### OTHER METHODS OF PAYING FARE:

SR: CONCESSION FARES \$6.00/MONTH

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: SHORTER

Fare Structure: SAME

# VEHICLES

## VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	4	5	5	5.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				

TOTAL: 4

## OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	2	4	3	3	4	1	1	1	
Saturday	1	1	2	2	1	1	1	1	
Sunday	1	1	1	1	1	1			
Holidays									

## ANNUAL KILOMETRES:

Revenue	155,632
Total	155,632
ANNUAL HOURS:	
Revenue	6,704
Total	6,704

IS NON-DEDICATED SERVICE AVAILABLE? YES

NUMBER OF OPERATORS: 1

PAYMENT METHOD:

Flat Rate/Trip

per hour

per Kilometre

Meter Rate

PAYMENT VERIFICATION:

BY CAB COMPANY

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun- teer
Operators	3	2		
Office	1		2	
Maintenance				
Admin.				

TOTAL: 4 2 2

OPERATORS UNION: A.T.U., LOCAL 1320

Conventional NONE

## MAXIMUM WAGE RATES:

Operators:	\$12.26	Conventional
Maintenance:	\$12.48	\$12.26
		\$12.48

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue  
Total Operating Cost

Net Operating Cost/Capita

Share of Net Cost - Provincial  
- Municipal (incl. Donations)

EFFICIENCY  
(Dedicated Service Only)

Cost/Hour

Cost/Kilometre

Maintenance Cost-Kilometre

## SERVICE

Registrants/Capita

Revenue Vehicle Hours/Capita

Trips/Capita

Trips by Non-Dedicated Service

## EFFECTIVENESS

COST/TRIP - Dedicated  
- Non-Dedicated

## LABOUR PRODUCTIVITY

Hours/Operator

## SERVICE UTILIZATION

Trips/Hour	4.6
Kilometres/Hour	23
Average Kilometres/Trip	5.1
Trips/Registrant	59.4
Unaccommodated Trip Requests	-
Cancellations	4.1%
No-Shows	1.4%

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,676
Kilometres/Vehicle	38,908

# RENFREW

## SUNSHINE COACH SERVICE

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT:

J.S. KENNEDY  
(613) 432-4848

OPERATIONS CONTACT:

DOUG HEADRICK  
(613) 432-2134

SERVICE STARTED IN: MARCH 1985

POPULATION SERVED: 11,000

SERVICE AREA (sq): 1,306

ADVISORY COMMITTEE? YES

8

Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Unable to Use With Dignity

Other

X

ELIGIBILITY COMMITTEE?

YES

2

Members

REGISTRATION REQUIRED?

YES

REGISTRATION CARDS?

NO

on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

45

48%

40

43%

9

10%

0

0%

0%

TOTAL:

94

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually

Every 2 or 3 Years

Every 4 or 5 Years

Not Within Past 5 Years

X

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

YES

YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 46,458	
Non-Dedicated	\$ 0	
TOTAL:	\$ 46,458	\$ 18,119
NET OPERATING COST:	\$ 28,339	
Provincial Share	\$ 22,000	
Municipal Share	\$ 0	
Donations	\$ 6,339	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	1,583	0
- Ambulatory	1,371	0
Attendants/Companions	536	0
Other (not eligible)	0	0
TOTAL:	3,490	0

TRIP TYPES:

Subscription	1,600	46%
Pre-booked	200	6%
Reservation	600	17%
Demand-Response	550	16%

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

NO SHOWS:

50

50

25

## SERVICE

TYPE: Door to Door

Curb to Curb

Accessible Door

X

ONE STEP; RAMP

HOURS OF SERVICE:

Weekdays - 08:30 TO 16:30

Saturday

Sunday

Holidays

CALL-INS: NO MINIMUM, NO MAXIMUM

METHODS:

Registration

Reservations

Scheduling

Dispatching

Manually

X

X

X

Computer

FARE STRUCTURE:

Tickets &

Monthly

Cash

Punchcards

Adult

Child

Student

Senior

Attendant

Companion

Other

\$2.25

\$2.25

\$2.25

\$2.25

\$2.25

\$2.25

\$2.25

10/\$22.50

10/\$22.50

10/\$22.50

10/\$22.50

10/\$22.50

10/\$22.50

10/\$22.50

OTHER METHODS OF PAYING FARE:

N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: NO CONV. SERVICE

Fare Structure: NO CONV. SERVICE

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	1	4	8	3.0
Other				

TOTAL: 1

OWNERSHIP: DONATED MAINTENANCE: OPERATOR

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 after
Peak Day	1	1	1	1				
Saturday								
Sunday								
Holidays	1							

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Volunteer
Operators	1		
Office			
Maintenance			
Admin.	1		
TOTAL:	2		

OPERATORS UNION: NONE  
Conventional NO CONVENTIONAL SERVICE

### MAXIMUM WAGE RATES:

Operators:	\$8.50	Conventional
Maintenance:	N/A	-

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =	Operating Revenue	39%
	Total Operating Cost	
Net Operating Cost/Capita		\$ 2.58
Share of Net Cost	- Provincial	78%
	- Municipal (incl. Donations)	2.2%
Cost/Hour		\$25.30
Cost/Kilometre		\$ 2.53
Maintenance Cost-Kilometre		\$ 0.118

### EFFICIENCY (Dedicated Service Only)

### SERVICE

Registrants/Capita	0.0085
Revenue Vehicle Hours/Capita	0.167
Trips/Capita	0.269
Trips by Non-Dedicated Service	-
EFFECTIVENESS	
COST/TRIP	- Dedicated \$13.31
	- Non-Dedicated -
LABOUR PRODUCTIVITY	
Hours/Operator	1,836

### SERVICE UTILIZATION

Trips/Hour	1.6
Kilometres/Hour	1.0
Average Kilometres/trip	6.2
Trips/Registrant	31.4
Unaccommodated Trip Requests	1.4%
Cancellations	1.4%
No-Shows	0.7%
VEHICLE UTILIZATION (Dedicated Service Only)	
Revenue Hours/Vehicle	1,836
Kilometres/Vehicle	18,341

# **RICHMOND HILL MOBILITY BUS**

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: W.J. NEWTON  
(416) 737-4140

OPERATIONS CONTACT: W.J. NEWTON  
(416) 737-4140

SERVICE STARTED IN: JUNE 1980  
POPULATION SERVED: 60,000  
SERVICE AREA (ha): 2,000

ADVISORY COMMITTEE? YES  
6 Members

## **REGISTRANTS**

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE?

YES 3

Members

REGISTRATION REQUIRED?

YES  
YES

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 122 22%  
- Ambulatory 406 73%  
- Temporary 30 5%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
=====

TOTAL: 558

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?

YES  
YES

VISITORS ELIGIBLE?

## **FINANCIAL**

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 75,324	
Non-Dedicated	\$ 0	
TOTAL:	\$ 75,324	\$ 5,485

NET OPERATING COST:

Provincial Share	\$ 29,638
Municipal Share	\$ 40,202
Donations	\$ 0
TOTAL:	\$ 69,840

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	1,178	0
- Ambulatory	2,472	0
Attendants/Companions	300	0
Other (not eligible)	0	0
TOTAL:	3,950	0

TRIP TYPES:

Subscription	435	11%
Pre-booked	1,660	42%
Reservation	1,067	27%
Demand-Response	788	20%

UNACCOMMODATED TRIP REQUESTS:

150  
100  
75

CANCELLED TRIPS:

NO-SHOWS:

## **SERVICE**

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:

Weekdays - 07:00 TO 19:00  
Saturday  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 5 DAYS

METHODS: Manually Computer

Registration X  
Reservations X  
Scheduling X  
Dispatching X

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$0.85		
Child	\$0.50		
Student	\$0.60		
Senior	\$0.50		
Attendant			
Companion			
Other			

OTHER METHODS OF PAYING FARE:

N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: SAME



## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	1	4	4	5.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				
TOTAL:	1			

OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 after
Peak Day	1	1	1	1	1	1	1	
Saturday								
Sunday								
Holidays								

### ANNUAL KILOMETRES:

Revenue	26,000
Total	26,500

### ANNUAL HOURS:

Revenue	2,282
Total	2,282

IS NON-DEDICATED SERVICE  
AVAILABLE? NO

NUMBER OF OPERATORS: -  
PAYMENT METHOD:

Flat Rate/Trip  
per hour  
Meier Rate

PAYMENT VERIFICATION:

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun- teer
Operators	1	1		
Office		2		
Maintenance		2		
Admin.		4		
TOTAL:	1	9		

OPERATORS UNION: CUPE, LOCAL 2471  
Conventional CUPE, LOCAL 2471

### MAXIMUM WAGE RATES:

Operators:	\$12.45	Conventional
Maintenance:	\$14.01	N/A
		N/A

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =	Operating Revenue	7%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 1.16	
Share of Net Cost	- Provincial	42%
	- Municipal (incl. Donations)	58%
Cost/Hour	\$33.01	
Cost/Kilometre	\$ 2.90	
Maintenance Cost/Kilometre	\$ 0.135	

### SERVICE

Registrants/Capita	0.0093
Revenue Vehicle Hours/Capita	0.038
Trips/Capita	0.061
Trips by Non-Dedicated Service	-
EFFECTIVENESS	
COST/TRIP - Dedicated	\$19.07
- Non-Dedicated	-
LABOUR PRODUCTIVITY	
Hours/Operator	1.141

### SERVICE UTILIZATION

Trips/Hour	1.6
Kilometres/Hour	11
Average Kilometres/Trip	7.1
Trips/Registrant	6.5
Unaccommodated Trip Requests	3.7%
Cancellations	2.5%
No-Shows	1.9%
VEHICLE UTILIZATION (Dedicated Service Only)	
Revenue Hours/Vehicle	2,282
Kilometres/Vehicle	26,000

# SARNIA, POINT EDWARD CARE-A-VAN

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: LORRAINE OLIVER  
(519) 336-3271

OPERATIONS CONTACT: BILL SEYMOUR  
(519) 336-3789

SERVICE STARTED IN: JAN. 1981  
POPULATION SERVED: 51,324  
SERVICE AREA (ha): 5,154

ADVISORY COMMITTEE? NO

Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 145 18%  
- Ambulatory 672 82%  
- Temporary 0 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
===== 817

TOTAL:

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years X

COMPANIONS ALLOWED IF SPACE?  
VISITORS ELIGIBLE? YES YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 192,669	
Non-Dedicated	\$ 0	
TOTAL:	\$ 192,669	\$ 16,012

NET OPERATING COST: \$ 156,917

Provincial Share	\$ 94,967
Municipal Share	\$ 47,950
Donations	\$ 14,000

## SERVICE

TYPE: Door to Door  
Curb to Curb  
Accessible Door X FRONT DOOR

HOURS OF SERVICE:

Weekdays -07:30 TO 21:30  
Saturday -09:30 TO 17:30  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 7 DAYS

METHODS:  
Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Manually  
Computer

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$0.90	\$0.85	\$34.00
Child	\$0.60	\$0.55	
Student	\$0.60	\$0.55	\$22.00
Senior	\$0.90	\$0.85	
Attendee	\$0.90	\$0.85	\$34.00
Companion	\$0.90	\$0.85	\$34.00
Other			

OTHER METHODS OF PAYING FARE:

N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: SAME  
Fare Structure: SAME

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	1,442	0
- Ambulatory	12,981	0
Attendants/Companions	0	0
Other (not eligible)	0	0
TOTAL:	14,423	0

TRIP TYPES:

Subscription	1,664	12%
Pre-booked	6,459	45%
Reservation	6,300	44%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS: 25

CANCELLED TRIPS: 249

NO-SHOWS: 6

## VEHICLES

### VEHICLE TYPES:

Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
--------	-------------------------------------	-------------------------------------	---------------------------

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

3 3 7 5.0

TOTAL:

3

### OWNERSHIP: MUNICIPALITY MAINTENANCE: TRANSIT

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	1	2	2	2	1	1	1		
Saturday	1	1	1	1	1	1			
Sunday									
Holidays									

## EMPLOYEES

### NUMBER OF EMPLOYEES:

Operators	Full Time	Part Time	Shared	Volun- teer
Office	3			
Maintenance			10	
Admin.			1	

TOTAL:

3

### OPERATORS UNION:

CBRT&GW, LOCAL 184  
Conventional  
CBRT&GW, LOCAL 184

### MAXIMUM WAGE RATES:

Operators:	Conventional
\$10.98	\$10.98
Maintenance:	\$13.24
	\$13.24

## PERFORMANCE INDICATORS

### SERVICE

Registrants/Capita	0.0159
Revenue Vehicle Hours/Capita	0.123
Trips/Capita	0.281
Trips by Non-Dedicated Service	-

### EFFECTIVENESS

COST/TRIP	\$13.36
- Dedicated	-
- Non-Dedicated	-

### LABOUR PRODUCTIVITY

Hours/Operator	2,099
----------------	-------

### SERVICE UTILIZATION

Trips/Hour	2.3
Kilometres/Hour	17
Average Kilometres/Trip	7.3
Trips/Registrant	17.7
Unaccommodated Trip Requests	0.2%
Cancellations	1.7%
No-Shows	0.0%

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,099
Kilometres/Vehicle	35,318

### FINANCIAL

R/C =	8%
Operating Revenue	
Total Operating Cost	

Net Operating Cost/Capita \$ 3.06

Share of Net Cost - Provincial 61%  
- Municipal (incl. Donations) 39%

### EFFICIENCY (Dedicated Service Only)

Cost/Hour \$30.60

Cost/Kilometre \$ 1.82

Maintenance Cost/Kilometre \$ 0.249

# SAULT STE. MARIE PARA-BUS

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: R.B. AVERY  
(705) 759-5309  
OPERATIONS CONTACT: A.J. GAGNON  
(705) 759-5438

SERVICE STARTED IN: 1975  
POPULATION SERVED: 82,000  
SERVICE AREA (ha): 22,155  
ADVISORY COMMITTEE? YES  
Members 6

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:  
Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES 5 Members

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:  
Eligible - Wheelchair 290 45%  
- Ambulatory 349 54%  
- Temporary 2 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
TOTAL: 641

HOW OFTEN LIST OF REGISTRANTS SCREENED:  
At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:  
Dedicated Oper. Cost Revenue  
Non-Dedicated \$ 209,909 0  
TOTAL: \$ 209,909 \$ 25,179  
NET OPERATING COST: \$ 184,730  
Provincial Share \$ 116,779  
Municipal Share \$ 67,951  
Donations \$ 0

ANNUAL ONE-WAY TRIPS:  
Eligible - Wheelchair Dedicated Non-Ded.  
- Ambulatory 10,625 0  
Attendants/Companions 11,937 0  
Other (not eligible) 1,800 0  
TOTAL: 24,362 0

TRIP TYPES:  
Subscription 12,679 52%  
Pre-booked 6,831 28%  
Reservation 4,385 18%  
Demand-Response 467 2%

UNACCOMMODATED TRIP REQUESTS: 340  
CANCELLED TRIPS: 1,096  
NO-SHOWS: 39

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door  
HOURS OF SERVICE:  
Weekdays -07:00 TO 23:00  
Saturday -13:00 TO 17:00  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 5 DAYS  
METHODS: Manually X  
Registration X  
Reservations X  
Scheduling X  
Dispatching X

FARE STRUCTURE: Tickets & Monthly Passes  
Cash Punchcards  
Adult \$1.00 \$0.90  
Child \$1.00 \$0.90  
Student \$1.00 \$0.90  
Senior \$1.00 \$0.90  
Attendant \$1.00 \$0.90  
Companion \$1.00 \$0.90  
Other \$1.00 \$0.90

OTHER METHODS OF PAYING FARE:  
N/A

COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$0.90 CASH

# VEHICLES

## VEHICLE TYPES:

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

Number  
Average Age (years)  
Typical Ambulatory (per veh.)  
Typical Wheelchair (per veh.)

4 5 7 6.0

TOTAL: 4

## OWNERSHIP: MUNICIPALITY MAINTENANCE: TRANSIT

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	4	3	3	4	1	1	1	1	
Saturday									
Sunday			1		1				
Holidays									

# EMPLOYEES

## NUMBER OF EMPLOYEES:

Operators  
Office  
Maintenance  
Admin.

Full Time  
4  
1  
1  
-----  
6

Part Time  
Shared  
-----  
-----

Volunteer

TOTAL:

OPERATORS UNION:  
Conventional  
UTU, LOCAL 885  
UTU, LOCAL 885

## MAXIMUM WAGE RATES:

Operators: \$12.50  
Maintenance: \$13.84  
Conventional \$12.50  
\$13.84

# PERFORMANCE INDICATORS

## SERVICE

Registrants/Capita 0.0078  
Revenue Vehicle Hours/Capita 0.093  
Trips/Capita 0.275  
Trips by Non-Dedicated Service -

## EFFECTIVENESS

COST/Trip - Dedicated \$ 8.62  
- Non-Dedicated -

## LABOUR PRODUCTIVITY

Hours/Operator 1,905

## SERVICE UTILIZATION

Trips/Hour 3.0  
Kilometres/Hour 15  
Average Kilometres/Trip 5.1

Trips/Registrant

Unaccommodated Trip Requests 35.2  
Cancellations 1.4 %  
No-Shows 4.3 %  
0.2 %

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle 1,905  
Kilometres/Vehicle 28,824

## FINANCIAL

R/C = Operating Revenue 12 %  
Total Operating Cost

Net Operating Cost/Capita \$ 2.25

Share of Net Cost - Provincial 63 %  
- Municipal (incl. Donations) 37 %

## EFFICIENCY (Dedicated Service Only)

Cost/Hour \$27.55

Cost/Kilometre \$ 1.82

Maintenance Cost-Kilometre \$ 0.232



# SCUGOG-UXBRIDGE HANDI-TRANSIT

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: EARL CUDDEY  
(416) 985-7346

OPERATIONS CONTACT: DOUG MANUEL  
(416) 571-1222

SERVICE STARTED IN: MAY 1987  
POPULATION SERVED: 27,100  
SERVICE AREA (ha): 16,000

ADVISORY COMMITTEE? YES  
10 Members

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other

X

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF AND  
MEDICAL/HEALTH PROFESSIONAL

REGISTRATION REQUIRED? NO

REGISTRATION CARDS? NO

WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair  
- Ambulatory  
- Temporary  
Attendants/Companions  
Other (not eligible)

TOTAL:

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES

VISITORS ELIGIBLE? YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 28,929	
Non-Dedicated	\$ 0	
TOTAL:	\$ 28,929	\$ 2,292

### NET OPERATING COST:

Provincial Share	\$ 8,278
Municipal Share	\$ 18,359
Donations	\$ 0
TOTAL:	\$ 26,637

### ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	329	0
- Ambulatory	0	0
Attendants/Companions	38	0
Other (not eligible)	0	0
TOTAL:	367	0

### TRIP TYPES:

Subscription	0	0%
Pre-booked	215	59%
Reservation	152	41%
Demand-Response	0	0%

### UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:	0
NO-SHOWS:	30

## SERVICE

### TYPE: Door to Door

Curb to Curb  
Accessible Door

X ONE STEP MAXIMUM

### HOURS OF SERVICE:

Weekdays - 07:30 TO 17:30  
Saturday  
Sunday  
Holidays

### CALL-INS: MIN 1 HR, MAX 5 DAYS

METHODS: Manually Computer

Registration X  
Reservations X  
Scheduling X  
Dispatching X

### FARE STRUCTURE:

Cash Tickets & Punchcards  
Monthly Passes

Adult  
Child  
Student  
Senior  
Attendant  
Companion  
Other

### OTHER METHODS OF PAYING FARE:

ZONE FARES, MONTHLY BILLING

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: NO CONV. SERVICE  
Fare Structure: NO CONV. SERVICE

## VEHICLES

### VEHICLE TYPES:

	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	6	4	1.0
Modified Vans			
Small Buses			
Purpose-Built			
Other			

=====

TOTAL: 1

OWNERSHIP: MUNICIPALITY MAINTENANCE: CONTRACT OUT

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	1	1	1	1	1	1			
Saturday									
Sunday									
Holidays									

### ANNUAL KILOMETRES:

Revenue	20, 106
Total	20, 206
ANNUAL HOURS:	
Revenue	1, 119
Total	1, 304

IS NON-DEDICATED SERVICE AVAILABLE? NO

NUMBER OF OPERATORS: -  
PAYMENT METHOD:

Fat Rate/Trip  
per hour  
Meter Rate  
PAYMENT VERIFICATION:

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Volun- teer
Operators	1		
Office	2		
Maintenance			
Admin.	1		
TOTAL:	=====	=====	=====
	4		

OPERATORS UNION: NONE  
CONVENTIONAL SERVICE

### MAXIMUM WAGE RATES:

Operators:	\$ 6.83	Conventional
Maintenance:	N/A	-

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =	Operating Revenue	8%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 0.98	
Share of Net Cost	- Provincial	31%
	- Municipal (incl. Donations)	69%
Cost/Hour	\$ 25.85	
Cost/Kilometre	\$ 1.44	
Maintenance Cost-Kilometre	\$ 0.147	

### EFFICIENCY (Dedicated Service Only)

### SERVICE

Registrants/Capita		
Revenue Vehicle Hours/Capita		0.041
Trips/Capita		0.012
Trips by Non-Dedicated Service		-
EFFECTIVENESS		
COST/TRIP	- Dedicated	\$78.83
	- Non-Dedicated	-
LABOUR PRODUCTIVITY		
Hours/Operator		1,119

### SERVICE UTILIZATION

Trips/Hour	0.3
Kilometres/Hour	18
Average Kilometres/trip	61.1
Trips/Registrant	-
Unaccommodated Trip Requests	0.0%
Cancellations	7.6%
No-Shows	0.0%
VEHICLE UTILIZATION (Dedicated Service Only)	
Revenue Hours/Vehicle	1,119
Kilometres/Vehicle	20,106

# ST. CATHARINES PARATRANSIT SYSTEM

SERVICE OPERATED BY: TRANSIT AUTHORITY

MUNICIPAL CONTACT: BOB EVANS  
(416) 685-4228

OPERATIONS CONTACT: DON J. HULL  
(416) 685-4228

SERVICE STARTED IN: JUNE 1979  
POPULATION SERVED: 124,000  
SERVICE AREA (sq): 9,628

ADVISORY COMMITTEE? YES  
MEMBERS 9

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES 3 MEMBERS

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 260 65%  
- Ambulatory 131 33%  
- Temporary 9 2%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
TOTAL: 400

HOW OFTEN LIST OF REGISTRANTS SCREENED: X

At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 165,772	
Non-Dedicated	\$ 0	
TOTAL:	\$ 165,772	\$ 11,997

NET OPERATING COST: \$ 153,775

Provincial Share	\$ 78,812
Municipal Share	\$ 72,913
Donations	\$ 2,050

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	8,715	0
- Ambulatory	4,397	0
Attendants/Companions	1,247	0
Other (not eligible)	0	0
TOTAL:	14,359	0

TRIP TYPES:

Subscription	3,590	25%
Pre-booked	2,872	20%
Reservation	6,462	45%
Demand-Response	1,435	10%

UNACCOMMODATED TRIP REQUESTS: N/A

CANCELLED TRIPS: 1,658  
NO-SHOWS: 151

## SERVICE

TYPE: Door to Door

Curb to Curb  
Accessible Door X 1 STEP MAXIMUM

HOURS OF SERVICE:

Weekdays -07:30 TO 18:50  
Saturday -09:00 TO 17:50  
Sunday  
Holidays

CALL-INS: MIN 24 HRS, MAX 21 DAYS  
METHODS: Manually Computer

Registration X  
Reservations X  
Scheduling X  
Dispatching X

FARE STRUCTURE:

	Cash	Tickets & Punctcards	Monthly Passes
Adult	\$0.85	5/\$4.00	
Child	\$0.85	5/\$4.00	
Student	\$0.85	5/\$4.00	
Senior	\$0.85	5/\$4.00	
Attendant	\$0.85	5/\$4.00	
Companion	\$0.85	5/\$4.00	
Other	\$0.85	5/\$4.00	

OTHER METHODS OF PAYING FARE:  
N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: SAME

## VEHICLES

### VEHICLE TYPES:

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

Number  
5  
Average Age (years)  
5.5

### ANNUAL KILOMETRES:

Revenue  
Total  
103,628  
ANNUAL HOURS:  
Revenue  
Total  
5,965  
6,399

IS NON-DEDICATED SERVICE AVAILABLE?  
NO

TOTAL: 5

### OWNERSHIP:

MAINTENANCE: TRANSIT

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	2	2	3	3	3	3	1		
Saturday	1	1	1	1	1	1	1		
Sunday									
Holidays									

## EMPLOYEES

### NUMBER OF EMPLOYEES:

Operators  
Office  
Maintenance  
Admin.  
Full Time  
2  
1  
Part Time  
1  
Volunteer  
1  
Shared  
1  
TOTAL:  
3  
1  
6

OPERATORS UNION:  
Conventional  
ATU, LOCAL 846  
ATU, LOCAL 846

### MAXIMUM WAGE RATES:

Operators:  
Maintenance:  
Conventional  
\$12.72  
\$13.52  
\$12.72  
\$13.52

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =  $\frac{\text{Operating Revenue}}{\text{Total Operating Cost}}$  7%  
Net Operating Cost/Capita \$ 1.24  
Share of Net Cost - Provincial 51%  
- Municipal (incl. Donations) 49%  
EFFICIENCY (Dedicated Service Only)  
Cost/Hour \$27.79  
Cost/Kilometre \$ 1.83  
Maintenance Cost/Kilometre \$ 0.265

### SERVICE

Registrants/Capita 0.0032  
Revenue Vehicle Hours/Capita 0.048  
Trips/Capita 0.106  
Trips by Non-Dedicated Service -  
EFFECTIVENESS  
COST/TRIP - Dedicated \$11.54  
- Non-Dedicated -  
LABOUR PRODUCTIVITY  
Hours/Operator 1,988

### SERVICE UTILIZATION

Trips/Hour 2.2  
Kilometres/Hour 15  
Average Kilometres/rip 6.9  
Trips/Registrant 32.8  
Unaccommodated Trip Requests -  
Cancellations 10.4%  
No-Shows 1.0%  
VEHICLE UTILIZATION (Dedicated Service Only)  
Revenue Hours/Vehicle 1,193  
Kilometres/Vehicle 18,116

# STRATFORD PARALLEL TRANSIT

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: R. SCHULTHIES  
(519) 271-0250

OPERATIONS CONTACT: HARRY EATON  
(519) 273-0511

SERVICE STARTED IN: DEC. 1976

POPULATION SERVED: 26,000

SERVICE AREA (ha): 2,033

ADVISORY COMMITTEE? YES

Members 9

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X

Unable to Use

Unable to Use With Dignity

Other

ELIGIBILITY COMMITTEE? YES

2 Members

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? NO

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 195 40%

- Ambulatory 290 60%

- Temporary 0 0%

Attendants/Companions 0 0%

Other (not eligible) 0 0%

TOTAL:

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X

Every 2 or 3 Years

Every 4 or 5 Years

Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES

VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 143,262	
Non-Dedicated	\$ 9,221	

TOTAL: \$ 152,483 \$ 19,339

NET OPERATING COST: \$ 133,144

Provincial Share	\$ 99,606
Municipal Share	\$ 33,538
Donations	\$ 0

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	9,109	0
- Ambulatory	8,810	3,493
Attendants/Companions	0	0
Other (not eligible)	0	0

TOTAL:

17,919 3,493

TRIP TYPES:

Subscription	9,300	43%
Pre-booked	5,593	26%
Reservation	4,700	22%
Demand-Response	1,819	8%

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS: 300

NO-SHOWS: 650

150

## SERVICE

TYPE: Door to Door

Curb to Curb

Accessible Door X ONE STEP MAXIMUM

HOURS OF SERVICE:

Weekdays -07:00 TO 22:00

Saturday -09:00 TO 21:00

Sunday

Holidays

CALL-INS: MIN 3 HRS, MAX 21 DAYS

METHODS: Manually Computer

Registration X

Reservations X

Scheduling X

Dispatching X

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.00		
Child	\$1.00		
Student	\$1.00		
Senior	\$1.00		
Attendant			
Companion			
Other			

OTHER METHODS OF PAYING FARE:

N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER

Fare Structure: DIFFERENT, \$.90 CASH



## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	3	4	4	4.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				

TOTAL: 3

### OWNERSHIP:

MAINTENANCE: CONTRACT OUT

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12
Peak Day	1	2	2	2	2	1	1	1
Saturday	1	1	1	1	1	1		
Sunday								
Holidays								

### ANNUAL KILOMETRES:

Revenue	81,000
Total	81,000

### ANNUAL HOURS:

Revenue	5,895
Total	5,895

IS NON-DEDICATED SERVICE AVAILABLE? YES

NUMBER OF OPERATORS: 1

PAYMENT METHOD: X

Fleet Rate/Trip

per hour

per kilometre

Meter Rate

PAYMENT VERIFICATION:

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	2	3		
Office	1			
Maintenance				
Admin.	1			
TOTAL:	4	3		

OPERATORS UNION: NONE  
IBEW, LOCAL 636

### MAXIMUM WAGE RATES:

Operators:	\$10.00	Conventional
Maintenance:	N/A	\$12.91
		\$14.04

## PERFORMANCE INDICATORS

### FINANCIAL

R C =	Operating Revenue	13%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 5.12	
Share of Net Cost	- Provincial	75%
	- Municipal (incl. Donations)	25%
	EFFICIENCY	
	(Dedicated Service Only)	
Cost/Hour	\$24.30	
Cost/Kilometre	\$ 1.77	
Maintenance Cost/Kilometre	\$ 0.089	

### SERVICE

Registrants/Capita	0.0187
Revenue Vehicle Hours/Capita	0.227
Trips/Capita	0.824
Trips by Non-Dedicated Service	16%
EFFECTIVENESS	
COST/TRIP	- Dedicated
	- Non-Dedicated
	\$ 7.99
	\$ 2.64
LABOUR PRODUCTIVITY	
Hours/Operator	1,179

### SERVICE UTILIZATION

Trips/Hour	3.6
Kilometres/Hour	14
Average Kilometres/Trip	3.8
Trips/Registrant	44.1
Unaccommodated Trip Requests	1.4%
Cancellations	2.9%
No-Shows	0.7%
VEHICLE UTILIZATION (Dedicated Service Only)	
Revenue Hours/Vehicle	1,965
Kilometres/Vehicle	27,000

# SUDBURY HANDI-TRANSIT

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: DAVE RIDLEY  
(705) 674-3141  
OPERATIONS CONTACT: PAUL GREENFIELD  
(705) 674-0709

SERVICE STARTED IN: 1975  
POPULATION SERVED: 90,400  
SERVICE AREA: 65,114

ADV. SORRY COM. FEE? YES  
M

Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 670 68 %  
- Ambulatory 318 32 %  
- Temporary 0 0 %  
Attendants/Companions 0 0 %  
Other (not eligible) 0 0 %

TOTAL: 988

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?  
VISITORS ELIGIBLE? YES YES

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Dedicated	Non-Dedicated	Oper. Cost	Revenue
	\$ 272,989	\$ 0	\$ 272,989	\$ 23,788
TOTAL:	\$ 272,989	\$ 0	\$ 272,989	\$ 23,788

NET OPERATING COST:

Provincial Share	\$ 148,524
Municipal Share	\$ 100,677
Donations	\$ 0

ANNUAL ONE-WAY TRIPS:

	Eligible	Non-Eligible	Dedicated	Non-Ded.
- Wheelchair	17,989	0	17,989	0
- Ambulatory	5,326	0	5,326	0
Attendants/Companions	473	0	473	0
Other (not eligible)	0	0	0	0
TOTAL:	23,788	0	23,788	0

TRIP TYPES:

Subscription	11,895	50 %
Pre-booked	4,757	20 %
Reservation	4,757	20 %
Demand-Response	2,379	10 %

UNACCOMMODATED TRIP REQUESTS: 208  
CANCELLED TRIPS: 250  
NO-SHOWS: 250

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:

Weekdays	07:00 TO 24:00
Saturday	09:30 TO 24:00
Sunday	08:30 TO 22:00
Holidays	08:30 TO 22:00

CALLS NO MINIMUM, MAX 40 DAYS  
METHODS: Manually X  
Computer X  
Reservations X  
Scheduling X  
Dispatching X

FARE STRUCTURE

	Cash	Transfers & Passes
Adult	\$1.00	\$1.00
Child	\$1.00	\$1.00
Student	\$1.00	\$1.00
Senior	\$1.00	\$1.00
Attendee	\$1.00	\$1.00
Companion	\$1.00	\$1.00
Other	\$1.00	\$1.00

OTHER METHODS OF PAYING FARE

N/A

COMPARISON WITH CONVENTIONAL TRANSIT  
Conventional hours: LONGER  
Fare Structure: DIFFERENT, 0.95 CASH

## VEHICLES

### VEHICLE TYPES:

Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
--------	-------------------------------------	-------------------------------------	---------------------------

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

5

6

0

4.0

=====

TOTAL:

5

OWNERSHIP: CONTRACTOR MAINTENANCE: OPERATOR

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 after
Peak Day	4	4	3	4	3	1	1	1
Saturday	1	2	2	2	1	1	1	1
Sunday	1	1	1	1	1	1	1	1
Holidays	1	1	1	1	1	1	1	1

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun- teer
Operators	4			
Office	1			
Maintenance	1			
Admin.				

TOTAL:

6

### OPERATORS UNION:

NONE

C.U.P.E., LOCAL 1662

### MAXIMUM WAGE RATES:

Operators:	\$8.90	Conventional
Maintenance:	\$14.20	\$13.11
		\$14.92

## PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue  
Total Operating Cost

9%

Net Operating Cost/Capita

\$ 2.76

Share of Net Cost

- Provincial  
- Municipal (incl. Donations)

60%

40%

### EFFICIENCY

(Dedicated Service Only)

### EFFECTIVENESS

Cost/Hour

\$25.84

Cost/Kilometre

\$ 1.92

Maintenance Cost/Kilometre

-

### SERVICE

Registrants/Capita

0.0109

Revenue Vehicle Hours/Capita

0.117

Trips/Capita

0.258

Trips by Non-Dedicated Service

-

COST/TRIP

- Dedicated  
- Non-Dedicated

\$11.48

### LABOUR PRODUCTIVITY

Hours/Operator

2,641

### SERVICE UTILIZATION

Trips/Hour

2.2

Kilometres/Hour

13

Average Kilometres/rip

6.1

Trips/Registrant

23.6

Unaccommodated Trip Requests

0.9%

Cancellations

1.0%

No-Shows

1.0%

### VEHICLE UTILIZATION

(Dedicated Service Only)

Revenue Hours/Vehicle

2,113

Kilometres/Vehicle

28,400

# THUNDER BAY HAGI TRANSIT

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: ALEX GRANT

(807) 625-2188

OPERATIONS CONTACT: RICHARD MILES

(807) 767-6229

SERVICE STARTED IN: FEB. 1976  
POPULATION SERVED: 125,000  
SERVICE AREA (ha): 32,400

ADVISORY COMMITTEE? YES

12

Members

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other

X

ELIGIBILITY COMMITTEE? NO

Members

ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF

REGISTRATION REQUIRED? YES

REGISTRATION CARDS? YES

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 1,456 67%  
- Ambulatory 726 33%  
- Temporary 0 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL: 2,182

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

X

COMPANIONS ALLOWED IF SPACE?

YES

VISITORS ELIGIBLE? YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 555,660	
Non-Dedicated	\$ 14,279	
TOTAL:	\$ 569,939	\$159,587

### NET OPERATING COST:

Provincial Share	\$ 307,765
Municipal Share	\$ 102,587
Donations	\$ 0

### ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	37,604	600
- Ambulatory	20,574	1,448
Attendants/Companions	2,587	0
Other (not eligible)	0	0
TOTAL:	60,765	2,048

### TRIP TRIPS:

Subscription	16,500	26%
Pre-booked	28,900	46%
Reservation	15,000	24%
Demand-Response	2,500	4%

UNACCOMMODATED TRIP REQUESTS:

644

CANCELLED TRIPS:

5,631

NO-SHOWS:

711

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

### HOURS OF SERVICE:

Weekdays	-07:30 TO 24:00
Saturday	-08:00 TO 24:00
Sunday	-08:00 TO 23:45
Holidays	-09:00 TO 23:45

CALL-INS: MIN 24 HRS, MAX 14 DAYS

### METHODS:

Registration	Manually X	Computer
Reservations	X	
Scheduling	X	
Dispatching	X	

### FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.25		\$23.00
Child	\$1.25		\$23.00
Student	\$1.25		\$23.00
Senior	\$1.25		\$23.00
Attendee	\$1.25		\$23.00
Companion	\$1.25		\$23.00
Other	\$1.25		\$23.00

OTHER METHODS OF PAYING FARE:

AGENCY RATES FOR BOOKING BASIS 3.25

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER

Fare Structure: DIFFERENT, \$0.90 CASH

# VEHICLES

## VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	1	0	4	1.0
Modified Vans	12	0	0	3.0
Small Buses				
Purpose-Built				
Other				

=====

TOTAL: 13

OWNERSHIP: NON-PROF ORG MAINTENANCE: CONTRACT OUT

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	9	9	7	10	3	2	1		
Saturday	1	2	3	2	2	1	1		
Sunday	1	2	3	2	2	1	1		
Holidays	1	1	2	2	1	1	1		

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	8	13		
Office	4	3		
Maintenance		1		
Admin.				
TOTAL:	13	17		

OPERATORS UNION: NONE  
Conventional

## MAXIMUM WAGE RATES:

Operators:	\$10.33	Conventional	\$13.43
Maintenance:	N/A		\$15.48

# PERFORMANCE INDICATORS

## FINANCIAL

R/C =	Operating Revenue	28%
	Total Operating Cost	
Net Operating Cost/Capita		\$ 3.28
Share of Net Cost	- Provincial	75%
	- Municipal (incl. Donations)	25%
	EFFICIENCY	
	(Dedicated Service Only)	
Cost/Hour		\$29.47
Cost/Kilometre		\$ 1.30
Maintenance Cost-Kilometre		\$ 0.112

## SERVICE

Registrants/Capita		0.0175
Revenue Vehicle Hours/Capita		0.151
Trips/Capita		0.482
Trips by Non-Dedicated Service		3%
	EFFECTIVENESS	
COST/TRIP	- Dedicated	\$ 9.14
	- Non-Dedicated	\$ 6.97
	LABOUR PRODUCTIVITY	
Hours/Operator		898

## SERVICE UTILIZATION

Trips/Hour	3.2
Kilometres/Hour	23
Average Kilometres/trip	7.1
Trips/Registrant	27.6
Unaccommodated Trip Requests	1.0%
Cancellations	8.2%
No-Shows	1.1%
VEHICLE UTILIZATION (Dedicated Service Only)	
Revenue Hours/Vehicle	1,450
Kilometres/Vehicle	32,971



# TIMMINS HANDI-TRANS

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: JOE TORBLONE  
(705) 264-1331  
OPERATIONS CONTACT: J. CRAIG  
(705) 264-1331

SERVICE STARTED IN: 1976  
POPULATION SERVED: 46,000  
SERVICE AREA (ha): 27,972  
ADVISORY COMMITTEE? YES  
10 Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE?

YES 4  
Members

REGISTRATION REQUIRED?

YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 134 60%  
- Ambulatory 91 40%  
- Temporary 0 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%  
TOTAL: 225

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?

NO NO

VISITORS ELIGIBLE?

## FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 145,372	
Non-Dedicated	\$ 0	
TOTAL:	\$ 145,372	\$ 6,764
NET OPERATING COST:	\$ 138,608	
Provincial Share	\$ 61,540	
Municipal Share	\$ 77,068	
Donations	\$ 0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companions	N/A	0
Other (not eligible)	N/A	0
TOTAL:	8,841	0

TRIP TYPES:

Subscription	N/A
Pre-booked	N/A
Reservation	N/A
Demand-Response	N/A

UNACCOMMODATED TRIP REQUESTS:

0  
884  
177

CANCELLED TRIPS:

NO-SHOWS:

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:

Weekdays -07:00 TO 17:40  
Saturday -10:00 TO 17:40  
Sunday  
Holidays

CALL-INS: MIN 1 HR, MAX 3 DAYS

METHODS:

Registration	X	Computer
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$0.75	20/\$14.00	
Child	\$0.75	20/\$14.00	
Student	\$0.75	20/\$14.00	
Senior	\$0.75	20/\$14.00	
Attendee	\$0.75	20/\$14.00	
Companion	\$0.75	20/\$14.00	
Other	\$0.75	20/\$14.00	

OTHER METHODS OF PAYING FARE:

N/A

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: SAME ADULT FARE

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	1	5	4	1.0
Modified Vans	2	4	4	4.0
Small Buses				
Purpose-Built				
Other				

=====

TOTAL:

3

OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	2	2	2	2	2	1	1		
Saturday									
Sunday	1	1	1	1	1				
Holidays									

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	2	2		
Office			3	
Maintenance			4	
Admin.			2	

=====

TOTAL:

9

OPERATORS UNION: CUPE, LOCAL 1140  
Conventional CUPE, LOCAL 1544

### MAXIMUM WAGE RATES:

Operators:	\$11.06	Conventional
Maintenance:	\$14.79	\$12.30
		\$14.79

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =  $\frac{\text{Operating Revenue}}{\text{Total Operating Cost}}$  5%

Net Operating Cost/Capita

Share of Net Cost - Provincial 44%  
- Municipal (incl. Donations) 56%

EFFICIENCY  
(Dedicated Service Only)

Cost/Hour

Cost/Kilometre

Maintenance Cost-Kilometre

### SERVICE

Registrants/Capita

Revenue Vehicle Hours/Capita

Trips/Capita

Trips by Non-Dedicated Service

### EFFECTIVENESS

COST/TRIP - Dedicated \$23.45  
- Non-Dedicated \$ 1.55

### LABOUR PRODUCTIVITY

Hours/Operator

### SERVICE UTILIZATION

Trips/Hour 1.4  
Kilometres/Hour 15  
Average Kilometres/Trip 10.6

Trips/Registrant

Unaccommodated Trip Requests 39.3  
Cancellations 0.0%  
No-Shows 9.1%  
2.0%

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle 2,066  
Kilometres/Vehicle 31,314

# TORONTO

## T.T.C. WHEEL TRANS

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT:

ALAN HEWSON  
(416) 393-4111

OPERATIONS CONTACT:

ROGER WINTER  
(416) 393-4173

SERVICE STARTED IN: 1975  
POPULATION SERVED: 2,193,000  
SERVICE AREA (ha): 63,200

ADVISORY COMMITTEE? YES  
9 Members

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE?

YES 9

Members

REGISTRATION REQUIRED?

YES  
YES

WAITING LIST? NO on list

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 4,978 45%  
- Ambulatory 6,081 55%  
- Temporary 0 0%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL: 11,059

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE?

YES  
YES

VISITORS ELIGIBLE?

## FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated	Oper. Cost	Revenue
Non-Dedicated	14,122,000	
	\$ 0	
TOTAL:	14,122,000	\$552,100

NET OPERATING COST:

Provincial Share	\$6,784,950
Municipal Share	\$6,784,950
Donations	\$ 0

ANNUAL ONE-WAY TRIPS:

Eligible	Dedicated	Non-Ded.
- Wheelchair	271,708	0
- Ambulatory	332,087	0
Attendants/Companions	0	0
Other (not eligible)	0	0
TOTAL:	603,795	0

TRIP TYPES:

Subscription	171,970	28%
Pre-booked	13,524	2%
Reservation	393,331	65%
Demand-Response	24,970	4%

UNACCOMMODATED TRIP REQUESTS:

70,418

CANCELLED TRIPS:

164,811  
14,331

NO-SHOWS:

## SERVICE

TYPE: Door to Door

Curb to Curb

Accessible Door

X ONE STEP MAXIMUM

HOURS OF SERVICE:

Weekdays	-06:30 TO 24:00
Saturday	-08:00 TO 24:00
Sunday	-08:00 TO 24:00
Holidays	-08:00 TO 24:00

CALL-INS: NO MINIMUM, MAX 4 DAYS

METHODS:

Registration	Manually	Computer
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	\$1.00 \$0.83		\$35.00
Child	\$1.00 \$0.83		\$35.00
Student	\$1.00 \$0.83		\$35.00
Attendant	\$1.00 \$0.83		\$35.00
Companion	\$1.00 \$0.83		\$35.00
Other			\$35.00

OTHER METHODS OF PAYING FARE:

SUBSCRIPTION PASS AT \$35.00/MONTH

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: SAME ADULT FARE

# VEHICLES

## VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	28	0	4	1.0
Modified Vans	22	3	4	1.0
Small Buses	10	5	5	5.0
Purpose-Built	69	5	7	2.0
Other				

\*\*\*\*\*

TOTAL: 129

OWNERSHIP: CONTRACTOR MAINTENANCE: OPERATOR

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	90	88	75	79	108	29	20		
Saturday	23	32	35	25	26	24	22		
Sunday	17	31	34	31	27	26	23		
Holidays	15	22	22	25	21	21	21		

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
Operators	200	30		
Office	59			
Maintenance	12			
Admin.	10			

TOTAL: 281 30

OPERATORS UNION: ATU, LOCAL 113  
Conventional ATU, LOCAL 113

## MAXIMUM WAGE RATES:

	Conventional	Conventional
Operators:	\$11.37	\$15.36
Maintenance:	\$12.76	\$17.55

# PERFORMANCE INDICATORS

## FINANCIAL

R/C =  $\frac{\text{Operating Revenue}}{\text{Total Operating Cost}}$  4%

Net Operating Cost/Capita \$ 6.19

Share of Net Cost - Provincial 50%  
- Municipal (incl. Donations) 50%

EFFICIENCY  
(Dedicated Service Only)

Cost/Hour \$44.24

Cost/Kilometre \$ 2.10

Maintenance Cost/Kilometre -

## SERVICE

Registrants/Capita 0.0050

Revenue Vehicle Hours/Capita 0.146

Trips/Capita 0.275

Trips by Non-Dedicated Service -

## EFFECTIVENESS

COST/TRIP - Dedicated \$23.39  
- Non-Dedicated -

## LABOUR PRODUCTIVITY

Hours/Operator 1,388

## SERVICE UTILIZATION

Trips/Hour 1.9  
Kilometres/Hour 21  
Average Kilometres/mph 11.1

Trips/Registrant 54.6

Unaccommodated Trip Requests 10.4%  
Cancellations 21.4%  
No-Shows 2.3%

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle 2,474  
Kilometres/Vehicle 52,160

# VAUGHAN ACCESS BUS

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: JIM KIMBLE  
(416) 832-2281

OPERATIONS CONTACT: JIM KIMBLE  
(416) 832-2281

SERVICE STARTED IN: FEB. 1987  
POPULATION SERVED: 77,800  
SERVICE AREA (sq): 63,900

ADVISORY COMMITTEE? YES  
7 Members

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use  
Unable to Use With Dignity X  
Other

ELIGIBILITY COMMITTEE? YES  
7 Members

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair	62	70%
- Ambulatory	27	30%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
<b>TOTAL:</b>	<b>89</b>	

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

Dedicated	\$	73,800	Revenue	\$	3,200
Non-Dedicated	\$	0			
<b>TOTAL:</b>	<b>\$</b>	<b>73,800</b>	<b>\$</b>	<b>3,200</b>	

### NET OPERATING COST:

Provincial Share	\$	27,300
Municipal Share	\$	43,300
Donations	\$	0

### ANNUAL ONE-WAY TRIPS:

Eligible	- Wheelchair	Dedicated	Non-Ded.
	- Ambulatory	1,931	0
		1,117	0
	Attendants/Companions	107	0
	Other (not eligible)	0	0
<b>TOTAL:</b>		<b>3,155</b>	<b>0</b>

### TRIP TYPES:

Subscription	1,880	60%
Pre-booked	0	0%
Reservation	885	28%
Demand-Response	490	16%

UNACCOMMODATED TRIP REQUESTS: 0  
CANCELLED TRIPS: 221  
NO-SHOWS: 50

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:  
Weekdays .07:30 TO 18:30  
Saturday  
Sunday  
Holidays

CALL-INS: NO MINIMUM, MAX 7 DAYS  
METHODS: Manually Computer  
Registration X  
Reservations X  
Scheduling X  
Dispatching X

### FARE STRUCTURE:

Adult	Cash	Tickets & Punchedcards
Child	\$1.00	Monthly Passes
Student	\$1.00	
Senior	\$1.00	
Attendant	\$1.00	
Companion	\$1.00	
Other		

OTHER METHODS OF PAYING FARE:  
\$1.00 PER ONE WAY TRIP

COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$.60 CASH



## VEHICLES

### VEHICLE TYPES:

	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan			
Modified Vans	2	4	1.0
Small Buses			
Purpose-Built			
Other			

TOTAL: 2

OWNERSHIP: MUNICIPALITY MAINTENANCE: CONTRACT OUT

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12
Peak Day	2	1	2	2	2	1		
Saturday								
Sunday								
Holidays								

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun- teer
Operators	2	1		
Office		1		
Maintenance				
Admin.		2		

TOTAL:

2 4

OPERATORS UNION: CUPE, LOCAL 1090  
Conventional NONE

### MAXIMUM WAGE RATES:

Operators:	\$12.77	Conventional
Maintenance:	N/A	\$11.00
		\$16.62

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =	Operating Revenue	4%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 0.91	
Share of Net Cost	- Provincial	39%
	- Municipal (incl. Donations)	61%
	EFFICIENCY (Dedicated Service Only)	
Cost/Hour	\$19.29	
Cost/Kilometre	\$ 1.03	
Maintenance Cost-Kilometre	\$ 0.029	

### SERVICE

Registrants/Capita	0.0011
Revenue Vehicle Hours/Capita	0.049
Trips/Capita	0.039
Trips by Non-Dedicated Service	-
EFFECTIVENESS	
COST/TRIP	\$23.39
- Dedicated	-
- Non-Dedicated	-
LABOUR PRODUCTIVITY	
Hours/Operator	1,275

### SERVICE UTILIZATION

Trips/Hour	0.8
Kilometres/Hour	19
Average Kilometres/trip	23.6
Trips/Registrant	34.2
Unaccommodated Trip Requests	0.0%
Cancellations	6.5%
No-Shows	1.6%
VEHICLE UTILIZATION (Dedicated Service Only)	
Revenue Hours/Vehicle	1,913
Kilometres/Vehicle	35,900

# WELLAND HANDITRANS

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: J. HRECHANYK  
(416) 732-4181

OPERATIONS CONTACT: J. HRECHANYK  
(416) 732-4181

SERVICE STARTED IN: AUG. 1981  
POPULATION SERVED: 45,100  
SERVICE AREA (ha): 8,504

ADVISORY COMMITTEE? YES  
Members 5

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES  
3 Members

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? YES  
WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair 80  
- Ambulatory 219  
- Temporary 49  
Attendants/Companions 0  
Other (not eligible) 0  
TOTAL: 348

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? NO  
VISITORS ELIGIBLE? YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

Dedicated	\$	Oper. Cost	Revenue
Non-Dedicated	\$	61,477	
		0	
TOTAL:		\$ 61,477	\$ 4,633
=====			
NET OPERATING COST:	\$	56,844	
Provincial Share	\$	34,095	
Municipal Share	\$	22,749	
Donations	\$	0	

### ANNUAL ONE-WAY TRIPS:

Eligible	- Wheelchair	Dedicated	Non-Ded.
	- Ambulatory	1,459	0
Attendants/Companions	665	4,883	0
Other (not eligible)	0	0	0
		=====	=====
TOTAL:	7,007	7,007	0

### TRIP TYPES:

Subscription	2,250	32%
Pre-booked	2,850	41%
Reservation	1,901	27%
Demand-Response	6	0%

### UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:	30
NO-SHOWS:	150
	50

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:  
Weekdays -08:05 TO 16:55  
Saturday -  
Sunday -  
Holidays -

CALL-INS: MIN 24 HRS, MAX 14 DAYS  
METHODS: Manually X  
Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Computer

FARE STRUCTURE:  
Cash \$0.85  
Punchcards \$22/\$16.00  
Adult \$0.85  
Child \$22/\$16.00  
Student \$0.85  
Senior \$22/\$16.00  
Attendee \$0.85  
Companion \$22/\$16.00  
Other \$0.85  
Monthly Passes \$22/\$16.00

OTHER METHODS OF PAYING FARE:  
N/A

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$0.80 CASH

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	1	5	6	7.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				

\*\*\*\*\*  
TOTAL: 1

OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	1	1	1	1	1	1	1	1	
Saturday									
Sunday									
Holidays									

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Volun- teer
Operators	1	1	
Office		2	
Maintenance		2	
Admin.		1	

\*\*\*\*\*  
TOTAL: 1 6

OPERATORS UNION: ATU, LOCAL 107  
Conventional ATU, LOCAL 107

### MAXIMUM WAGE RATES:

Operators:	\$12.44	Conventional
Maintenance:	\$13.78	\$12.44
		\$13.78

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =	Operating Revenue	8%
	Total Operating Cost	
Net Operating Cost/Capita	\$ 1.26	
Share of Net Cost	- Provincial	60%
	- Municipal (incl. Donations)	40%
	EFFICIENCY	
	(Dedicated Service Only)	
Cost/Hour	\$31.40	
Cost/Kilometre	\$ 1.98	
Maintenance Cost/Kilometre	\$ 0.186	

### SERVICE

Registrants/Capita	0.0077	
Revenue Vehicle Hours/Capita	0.043	
Trips/Capita	0.141	
Trips by Non-Dedicated Service	-	
	EFFECTIVENESS	
COST/TRIP	- Dedicated	\$ 8.77
	- Non-Dedicated	-
	LABOUR PRODUCTIVITY	
Hours/Operator	979	

### SERVICE UTILIZATION

Trips/Hour	3.2	
Kilometres/Hour	16	
Average Kilometres/trip	4.9	
Trips/Registrant	18.2	
Unaccommodated Trip Requests	0.4%	
Cancellations	2.1%	
No-Shows	0.7%	
	VEHICLE UTILIZATION	
	(Dedicated Service Only)	
Revenue Hours/Vehicle	1,958	
Kilometres/Vehicle	30,975	

# WHITBY

## HANDI TRANSIT

SERVICE OPERATED BY: PRIVATE CONTRACTOR

MUNICIPAL CONTACT: R. CLARINGBOLD  
(416) 668-5803

OPERATIONS CONTACT: DOUG MANUEL  
(416) 571-1222

SERVICE STARTED IN: OCT. 1979  
POPULATION SERVED: 48,000  
SERVICE AREA (ha): 39,460

ADVISORY COMMITTEE? YES  
Members 10

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other

X

### ELIGIBILITY COMMITTEE?

NO

Members

ELIGIBILITY DETERMINED BY  
ADMINISTRATIVE STAFF AND  
MEDICAL/HEALTH PROFESSIONAL

### REGISTRATION REQUIRED?

NO

NO

### WAITING LIST?

NO

on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair  
- Ambulatory  
- Temporary  
Attendants/Companions  
Other (not eligible)

TOTAL:

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

X

### COMPANIONS ALLOWED IF SPACE?

YES

### VISITORS ELIGIBLE?

YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$ 80,394	
Non-Dedicated	\$ 0	
TOTAL:	\$ 80,394	\$ 15,829

### NET OPERATING COST:

	\$ 64,565
Provincial Share	\$ 35,076
Municipal Share	\$ 29,489
Donations	\$ 0

### ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible	4,467	0
- Wheelchair	788	0
- Ambulatory	721	0
Attendants/Companions	0	0
Other (not eligible)		
TOTAL:	5,976	0

### TRIP TYPES:

Subscription	2,075	35%
Pre-booked	1,069	18%
Reservation	601	10%
Demand-Response	2,231	37%

### UNACCOMMODATED TRIP REQUESTS:

N/A

### CANCELLED TRIPS:

N/A

### NO-SHOWS:

N/A

## SERVICE

TYPE: Door to Door  
Curb to Curb  
Accessible Door

X ONE STEP MAXIMUM

### HOURS OF SERVICE:

Weekdays	-07:30 TO 23:00
Saturday	-08:00 TO 23:00
Sunday	-10:00 TO 22:00
Holidays	

CALL-INS: MIN 1 HR, MAX 3 DAYS

### METHODS:

Registration	X	Manually	Computer
Reservations	X		
Scheduling	X		
Dispatching	X		

### FARE STRUCTURE:

	Cash	Tickets & Purchards	Monthly Passes
Adult	\$1.00	\$1.00	
Child	\$1.00	\$1.00	
Student	\$1.00	\$1.00	
Senior	\$1.00	\$1.00	
Attendant	\$1.00	\$1.00	
Companion	\$1.00	\$1.00	
Other			

### OTHER METHODS OF PAYING FARE:

AGENCY CONTRACTS & MONTHLY BILLING

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours:	SHORTER
Fare Structure:	DIFFERENT

# VEHICLES

## VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
S-Wagon/Sedan	3	5	4	5.0
Modified Vans				
Small Buses				
Purpose-Built				
Other				

=====

TOTAL: 3

OWNERSHIP: MUNICIPALITY MAINTENANCE: CONTRACT OUT

## FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 after
Peak Day	2	2	2	2	2	1	1	1
Saturday	1	1	1	1	1	1	1	1
Sunday	1	1	1	1	1	1	1	1
Holidays								

# EMPLOYEES

## NUMBER OF EMPLOYEES:

	Full Time	Part Time	Volunteer
Operators	2	1	
Office	2	1	
Maintenance			
Admin.	1		

=====

TOTAL: 5 2

OPERATORS UNION: NONE  
Conventional TEAMSTERS, LOCAL 938

## MAXIMUM WAGE RATES:

Operators:	\$8.75	Conventional
Maintenance:	N/A	\$8.70
		\$11.70

# PERFORMANCE INDICATORS

## SERVICE

Registrants/Capita	-
Revenue Vehicle Hours/Capita	0.085
Trips/Capita	0.109
Trips by Non-Dedicated Service	-

## EFFECTIVENESS

COST/TRIP	-
- Dedicated	\$13.45
- Non-Dedicated	-

## LABOUR PRODUCTIVITY

Hours/Operator	1,363
----------------	-------

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 20%

Net Operating Cost/Capita

Share of Net Cost	\$ 1.35
- Provincial	54%
- Municipal (incl. Donations)	46%

## EFFICIENCY (Dedicated Service Only)

Cost/Hour	\$19.66
Cost/Kilometre	\$ 1.12
Maintenance Cost/Kilometre	-

## SERVICE UTILIZATION

Trips/Hour	1.3
Kilometres/Hour	18
Average Kilometres/Trip	13.7

Trips/Registrant	-
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,363
Kilometres/Vehicle	24,000



# WINDSOR, SANDWICH WEST HANDI-TRANSIT

SERVICE OPERATED BY: NON-PROFIT ORGANIZATION

MUNICIPAL CONTACT: E. AGNEW  
(519) 966-0930

OPERATIONS CONTACT: D. ELLIS  
(519) 966-0930

SERVICE STARTED IN: SEPT. 1978  
POPULATION SERVED: 200,000  
SERVICE AREA (ha): N/A

ADVISORY COMMITTEE? YES  
Members 11

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION: X  
Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other

ELIGIBILITY COMMITTEE? YES 3 Members

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

NUMBER OF REGISTRANTS:  
Eligible - Wheelchair 600 54 %  
- Ambulatory 405 36 %  
- Temporary 110 10 %  
Attendants/Companions 0 0 %  
Other (not eligible) 0 0 %  
TOTAL: 1,115

HOW OFTEN LIST OF REGISTRANTS SCREENED:  
At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES  
VISITORS ELIGIBLE? YES

## FINANCIAL

OPERATING COSTS AND REVENUES:  
Dedicated Oper. Cost Revenue  
Non-Dedicated \$ 609,850 0  
TOTAL: \$ 609,850 \$172,500  
NET OPERATING COST: \$ 437,350  
Provincial Share \$ 328,012  
Municipal Share \$ 109,338  
Donations \$ 0

ANNUAL ONE-WAY TRIPS:  
Eligible - Wheelchair 25,049 Non-Ded. 0  
- Ambulatory 22,158 0  
Attendants/Companions 5,623 0  
Other (not eligible) 0 0  
TOTAL: 52,830 0

TRIP TYPES:  
Subscription 0 0 %  
Pre-booked 0 0 %  
Reservation 52,830 100 %  
Demand-Response 0 0 %

UNACCOMMODATED TRIP REQUESTS: 0  
CANCELLED TRIPS: 2,738  
NO-SHOWS: 0

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE:  
Weekdays -07:00 TO 23:00  
Saturday -09:00 TO 24:00  
Sunday -09:00 TO 21:00  
Holidays -09:00 TO 21:00

CALL-INS: MIN 24 HRS, MAX 14 DAYS  
METHODS: Manually X  
Registration X  
Reservations X  
Scheduling X  
Dispatching X  
Computer

FARE STRUCTURE:  
Cash Tickets & Purchards  
Adult \$1.50 8/\$12.00  
Child \$1.50 8/\$12.00  
Student \$1.50 8/\$12.00  
Senior \$1.50 8/\$12.00  
Attendat \$1.50 8/\$12.00  
Companion \$1.50 8/\$12.00  
Other \$1.50 8/\$12.00  
Monthly Passes

OTHER METHODS OF PAYING FARE:  
SUBSCRIPTION BILLINGS

COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours: LONGER  
Fare Structure: DIFFERENT, \$0.90 CASH

# VEHICLES

## VEHICLE TYPES:

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

Number  
1 0  
5  
4  
3 0

Typical  
Wheelchair  
(per veh.)  
5  
4  
3 0

Average  
Age  
(years)  
5  
4  
3 0

ANNUAL KILOMETRES:  
Revenue  
Total  
44 1,457  
N/A

ANNUAL HOURS:  
Revenue  
Total  
20,070  
N/A

IS NON-DEDICATED SERVICE  
AVAILABLE?  
NO

NUMBER OF OPERATORS:  
PAYMENT METHOD:  
Flat Rate/Trip  
per hour  
-  
Meter Rate  
PAYMENT VERIFICATION:  
-

MAINTENANCE:  
CONTRACT OUT  
TOTAL: 1 0

OWNERSHIP:  
FLEET DISTRIBUTION BY TIME OF DAY:  
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12  
Peak Day 9 6 6 9 3 1 1  
Saturday 1 1 1 1 1 1 1  
Sunday 2 2 1 1 1 1 1  
Holidays 1 1 1 1 1 1 1

# EMPLOYEES

## NUMBER OF EMPLOYEES:

Operators  
Office  
Maintenance  
Admin.  
Full Time  
6  
2  
1  
1  
Part Time  
9  
Shared  
Volunteer

TOTAL: 10 9

OPERATORS UNION:  
Conventional  
TEAMSTERS, LOCAL 880  
ATU, LOCAL 616

MAXIMUM WAGE RATES:  
Operators:  
Maintenance:  
Conventional  
\$9.30  
N/A  
\$13.49  
\$14.53

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue  
Total Operating Cost  
28%

Net Operating Cost/Capita  
\$ 2.19

Share of Net Cost  
- Provincial  
- Municipal (incl. Donations)  
75%  
25%

Cost/Hour  
\$30.39

Cost/Kilometre  
\$ 1.38

Maintenance Cost/Kilometre  
\$ 0.057

## SERVICE

Registrants/Capita  
Revenue Vehicle Hours/Capita  
0.0056  
0.100

Trips/Capita  
Trips by Non-Dedicated Service  
0.236  
-

COST/TRIP  
- Dedicated  
- Non-Dedicated  
\$11.54  
-

LABOUR PRODUCTIVITY  
Hours/Operator  
1,338

## SERVICE UTILIZATION

Trips/Hour  
Kilometres/Hour  
Average Kilometres/Trip  
2.4  
22  
9.4

Trips/Registrant  
Unaccommodated Trip Requests  
Cancellations  
No-Shows  
42.3  
0.0%  
4.9%  
0.0%

VEHICLE UTILIZATION  
(Dedicated Service Only)  
Revenue Hours/Vehicle  
Kilometres/Vehicle  
2,007  
44,146

# WOODSTOCK PARATRANSIT

SERVICE OPERATED BY: MUNICIPALITY

MUNICIPAL CONTACT: DOUG MCLEAN  
(519) 539-1291

OPERATIONS CONTACT: ROBIN HEGGIE  
(519) 539-1291

SERVICE STARTED IN: 1979  
POPULATION SERVED: 27,000  
SERVICE AREA (ha): 2,337

ADVISORY COMMITTEE? YES  
Members 5

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board  
Unable to Use  
Unable to Use With Dignity  
Other

X

ELIGIBILITY COMMITTEE? NO

Members

### ELIGIBILITY DETERMINED BY

REGISTRATION REQUIRED? YES  
REGISTRATION CARDS? NO  
WAITING LIST? NO on list

### NUMBER OF REGISTRANTS:

Eligible - Wheelchair 103 51%  
- Ambulatory 94 47%  
- Temporary 4 2%  
Attendants/Companions 0 0%  
Other (not eligible) 0 0%

TOTAL: 201

### HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually X  
Every 2 or 3 Years  
Every 4 or 5 Years  
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? YES

VISITORS ELIGIBLE? YES

## FINANCIAL

### OPERATING COSTS AND REVENUES:

Dedicated	\$	64,212	Revenue
Non-Dedicated	\$	0	
TOTAL:		\$ 64,212	\$ 9,022

### NET OPERATING COST:

Provincial Share	\$	35,513
Municipal Share	\$	19,679
Donations	\$	0
TOTAL:		\$ 55,192

### ANNUAL ONE-WAY TRIPS:

Eligible	- Wheelchair	Dedicated	Non-Ded.
	- Ambulatory	4,506	0
Attendants/Companions	0	2,322	0
Other (not eligible)	0		0
TOTAL:		6,828	0

### TRIP TYPES:

Subscription	900	13%
Pre-booked	1,700	25%
Reservation	3,228	47%
Demand Response	1,000	15%

### UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:	721
NO SHOWS:	9

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

### HOURS OF SERVICE:

Weekdays	.08:30 TO 16:30
Saturday	.09:00 TO 16:00
Sunday	
Holidays	

CALL-INS: MIN 24 HRS, NO MAXIMUM

METHODS: Manually Computer  
Registration X  
Reservations X  
Scheduling X  
Dispatching X

### FARE STRUCTURE:

Adult	Cash	Tickets & Punched Cards
Child	\$1.00	\$1.00 11/\$10.00
Student	\$1.00	\$1.00 11/\$10.00
Senior	\$1.00	\$1.00 11/\$10.00
Attendee	\$1.00	\$1.00 11/\$10.00
Companion	\$1.00	\$1.00 11/\$10.00
Other		

### OTHER METHODS OF PAYING FARE:

AFTER HRS. \$5.50/HR+\$0.22/KM

### COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours:	LONGER
Fare Structure:	DIFFERENT, \$0.80 CASH

## VEHICLES

### VEHICLE TYPES:

	Number	Typical Wheelchair (per veh.)	Typical Ambulatory (per veh.)	Average Age (years)
--	--------	-------------------------------	-------------------------------	---------------------

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

1 5 6 7.0

=====

TOTAL:

1

OWNERSHIP: MUNICIPALITY MAINTENANCE: MUNICIPALITY

### FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12	after
Peak Day	1	1	1	1	1	1	1	1	
Saturday	1	1	1	1	1	1	1	1	
Sunday									
Holidays									

## PERFORMANCE INDICATORS

### FINANCIAL

R/C =  $\frac{\text{Operating Revenue}}{\text{Total Operating Cost}}$  1.4%

Net Operating Cost/Capita \$ 2.04

Share of Net Cost  
- Provincial 6.4%  
- Municipal (incl. Donations) 3.6%

### EFFICIENCY (Dedicated Service Only)

Cost/Hour \$31.16

Cost/Kilometre \$ 2.89

Maintenance Cost-Kilometre \$ 0.284

### SERVICE

Registrants/Capita 0.0074

Revenue Vehicle Hours/Capita 0.076

Trips/Capita 0.253

Trips by Non-Dedicated Service -

### EFFECTIVENESS

COST/TRIP  
- Dedicated \$ 9.40  
- Non-Dedicated -

### LABOUR PRODUCTIVITY

Hours/Operator 1,031

### SERVICE UTILIZATION

Trips/Hour 3.3

Kilometres/Hour 1.1

Average Kilometres/trip 3.3

Trips/Registrant 34.0

Unaccommodated Trip Requests 0.9%

Cancellations 9.6%

No-Shows 0.1%

### VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle 2,061

Kilometres/Vehicle 22,241

## EMPLOYEES

### NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volunteer
--	-----------	-----------	--------	-----------

Operators

Office 1

Maintenance 1

Admin. 2

TOTAL:

=====

OPERATORS UNION: NONE  
Conventional CUPE, LOCAL 1140

### MAXIMUM WAGE RATES:

Operators: \$12.18  
Maintenance: \$14.02  
Conventional \$12.18  
\$14.02

# PERFORMANCE INDICATORS

## FINANCIAL

$$\text{R/C} = \frac{\text{Total Revenue} \times 100}{\text{Total Cost}}$$

$$\text{Net Operating Cost/Capita} = \frac{\text{Net Operating Cost}}{\text{Population Served}}$$

$$\begin{aligned} \text{Share of Net Cost} \\ - \text{ Provincial} &= \frac{\text{Provincial Share}}{\text{Net Operating Cost}} \end{aligned}$$

$$- \text{ Municipal} = \frac{\text{Municipal Share} + \text{Donations}}{\text{Net Operating Cost}}$$

## EFFICIENCY (Dedicated Service Only)

$$\text{Cost/Hour} = \frac{\text{Dedicated Operating Cost}}{\text{Revenue Vehicle Hours}}$$

$$\text{Cost/Km} = \frac{\text{Dedicated Operating Cost}}{\text{Revenue Vehicle Km}}$$

$$\text{Maintenance Cost/Kilometre} = \frac{\text{Maintenance Cost}}{\text{Revenue Vehicle Km}}$$



SERVICE

Registrants/Capita	=	$\frac{\text{Total Registrants - Other}}{\text{Population Served}}$
Revenue Vehicle Hours/Capita	=	$\frac{\text{Revenue Vehicle Hours}}{\text{Population Served}}$
Trips/Capita	=	$\frac{\text{Total Trips - Total Attend. - Total Other Trips}}{\text{Population Served}}$
Trips by Non-Dedicated Service	=	$\frac{\text{Total Non-Ded. Trips - Non-Ded Attend. - Non Ded. Other}}{\text{Total trips - Total Attendants - Total Others}}$

EFFECTIVENESS

Cost/Trip	- Dedicated	=	$\frac{\text{Total Dedicated Cost}}{\text{Total Ded. Trips - Ded. Attendants - Ded. Other}}$
	- Non-Ded.	=	$\frac{\text{Total Non-Dedicated Cost}}{\text{Total Non-Ded Trips - Non-Ded Attend. - Non-Ded Other}}$

LABOUR PRODUCTIVITY

Hours/Operator	=	$\frac{\text{Revenue Vehicle Hours}}{\text{No. of Op. Full Time + Op. Part Time + } \frac{\text{Shared + Vol}}{2} )}$
----------------	---	---

## SERVICE UTILIZATION

Trips/Hour	=	<u>Total Dedicated Trips - Ded. Attendants - Ded. Other</u> Revenue Vehicle Hour
Kilometres/Hour	=	<u>Revenue Vehicle Km</u> Revenue Vehicle Hours
Average Kilometres/Trip	=	<u>Revenue Vehicle Km</u> Total Ded. Trips - Ded. Attendants - Ded. Other
Trips/Registrant	=	<u>Total Trips - Total Attendants - Total Others</u> Total Registrants - Other Registrants
Unaccommodated Trip Requests	=	<u>Unaccommodated Trips</u> Total Trips - Total Attendants - Total Others
Cancellations	=	<u>Cancelled Trips</u> Total Trips - Total Attendants - Total Other
No-Shows	=	<u>No Show Trips</u> Total Trips - Total Attendants - Total Other

## VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	=	<u>Revenue Vehicle Hours</u> Total Vehicles
Kilometre/Vehicle	=	<u>Revenue Vehicle Km</u> Total Vehicles

# HANDY REFERENCE COMPARISON

## Fleet Size

### *Under 3 Vehicles*

Belleville, Cambridge, Chatham, Cobourg, Dryden, Espanola, Fort Frances, Halton Hills, Kenora, Leamington, Lindsay, Milton, Newcastle, Niagara, Orillia, Paris, Renfrew, Richmond Hill, Scugog-Uxbridge, Vaughan, Welland, Woodstock

### *3 to 10 Vehicles*

Ajax, Barrie, Brantford, Burlington, Cornwall, Guelph, Hanover, Kitchener-Waterloo, Markham, Newmarket, North Bay, Oakville, Oshawa, Peterborough, Sarnia, Sault Ste. Marie, St. Catharines, Stratford, Sudbury, Timmins, Whitby, Windsor

### *10 to 25 Vehicles*

Kingston, London, Peel, Thunder Bay

### *Greater than 25 Vehicles*

Hamilton-Wentworth, Ottawa-Carleton, Toronto

## Population Served

### *Less than 10,000*

Dryden, Espanola, Fort Frances, Paris

### *10,000 to 100,000*

Ajax-Pickering, Barrie, Belleville, Brantford, Cambridge, Chatham, Cobourg, Cornwall, Guelph, Halton Hills, Hanover, Kenora, Kingston, Leamington, Lindsay, Milton, Newcastle, Newmarket, Niagara Falls, North Bay, Oakville, Orillia, Peterborough, Renfrew, Richmond Hill, Sarnia, Sault Ste. Marie, Scugog-Uxbridge, Stratford, Sudbury, Timmins, Vaughan, Welland, Whitby, Woodstock

### *100,000-200,000*

Burlington, Markham, Oshawa, St. Catharines, Thunder Bay

### *Greater than 200,000*

Hamilton-Wentworth, Kitchener-Waterloo, London, Ottawa-Carleton, Peel, Toronto, Windsor

## **Scheduling and Dispatching**

### *Manually*

Barrie, Belleville, Brantford, Burlington, Cobourg, Cornwall, Dryden, Espanola, Fort Frances, Guelph, Halton Hills, Hanover, Kenora, Leamington, Lindsay, Markham, Milton, Newcastle, Newmarket, Niagara Falls, North Bay, Oakville, Orillia, Oshawa, Paris, Peterborough, Renfrew, Richmond Hill, Sault Ste. Marie, Scugog-Uxbridge, St. Catharines, Stratford, Thunder Bay, Timmins, Vaughan, Welland, Whitby, Woodstock

### *Computer Assisted*

Hamilton-Wentworth, Kitchener-Waterloo, Ottawa-Carleton, Peel, Sudbury, Toronto

### *Combination*

Ajax-Pickering, Cambridge, Chatham, Kingston, London, Sarnia, Windsor

## **Municipalities Using Non-Dedicated Services**

Barrie, Burlington, Hamilton-Wentworth, Kenora, Kingston, Kitchener-Waterloo, Markham, Oshawa, Peel, Peterborough, Stratford, Thunder Bay

## **Service Start**

### *Prior to 1979*

Brantford, Burlington, Cambridge, Chatham, Dryden, Guelph, Hamilton-Wentworth, Kingston, Kitchener-Waterloo, Waterloo, London, Niagara Falls, Oshawa, Ottawa-Carleton, Paris, Peterborough, Sault Ste. Marie, Stratford, Sudbury, Thunder Bay, Timmins, Toronto, Windsor

### *Since 1979*

Ajax-Pickering, Barrie, Belleville, Cobourg, Cornwall, Espanola, Fort Frances, Halton Hills, Hanover, Kenora, Leamington, Lindsay, Markham, Milton, Newcastle, Newmarket, North Bay, Oakville, Orillia, Peel, Renfrew, Richmond Hill, Sarnia, Scugog-Uxbridge, St. Catharines, Vaughan, Welland, Whitby, Woodstock

## **Vehicle Maintenance**

### *By Municipality*

Ajax-Pickering, Burlington, Cambridge, Cornwall, Espanola, Fort Frances, Kenora, Kitchener-Waterloo, Markham, North Bay, Peterborough, Richmond Hill, Timmins, Welland, Woodstock

*By Transit Authority*

Brantford, Newmarket, Niagara Falls, Oakville, Sarnia, Sault Ste. Marie, St. Catharines

*By Operator*

Belleville, Chatham, Dryden, Halton Hills, Lindsay, London, Milton, Orillia, Ottawa-Carleton, Peel, Renfrew, Sudbury, Toronto

*Contracted out*

Barrie, Cobourg, Guelph, Hamilton-Wentworth, Hanover, Kingston, Leamington, Newcastle, Oshawa, Paris, Scugog-Uxbridge, Stratford, Thunder Bay, Vaughan, Whitby, Windsor

**Comparison to Conventional Transit**

*Same hours of service*

Burlington, Cornwall, Kingston, Niagara Falls, Ottawa-Carleton, Sarnia

*Same fare structure*

Ajax-Pickering, Burlington, Markham, Milton, Niagara Falls, Oakville, Peel, Peterborough, Richmond Hill, Sarnia, St. Catharines, Timmins, Toronto

*Same Operators Wage Rates*

Ajax-Pickering, Burlington, Cambridge, Cornwall, Halton Hills, Lindsay, Newmarket, Oakville, Peterborough, Sarnia, Sault Ste. Marie, St. Catharines, Welland, Woodstock

**Volunteer Contribution**

Brantford, Dryden, Hamilton-Wentworth, Kenora, Kingston, Niagara Falls

**Population Density**

*Total population/ha*

*Under 5*

Ajax-Pickering, Dryden, Espanola, Fort Frances, Halton Hills, Kenora, Newcastle, Niagara Falls, North Bay, Sault Ste. Marie, Scugog-Uxbridge, Sudbury, Thunder Bay, Timmins, Vaughan, Whitby

*5 to 10*

Barrie, Burlington, Cambridge, Cobourg, Cornwall, Hamilton-Wentworth, Lindsay, Markham, Newmarket, Paris, Peel, Renfrew, Sarnia, Welland



*10 to 15*

Belleville, Brantford, Guelph, Kingston, Oakville, Orillia, Peterborough, St. Catharines, Stratford, Woodstock

*Greater than 15*

Chatham, Kitchener-Waterloo, Leamington, London, Milton, Oshawa, Ottawa-Carleton, Richmond Hill, Toronto

**Eligibility Criterion**

*Unable to board*

Ajax-Pickering, Barrie, Burlington, Dryden, Fort Frances, Guelph, Halton Hills, Kinston, Kitchener-Waterloo, Leamington, Milton, Newmarket, North Bay, Oakville, Orillia, Peel, Richmond Hill, Sarnia, St. Catharines, Sudbury, Timmins, Toronto, Windsor

*Unable to use*

Belleville, Brantford, Cambridge, Chatham, Cobourg, Hanover, London, Markham, Niagara Falls, Ottawa-Carleton, Peterborough, Sault Ste. Marie, Stratford, Welland

*Unable to use with dignity*

Cornwall, Espanola, Hamilton-Wentworth, Hanover, Kenora, Lindsay, Newcastle, Oshawa, Paris, Renfrew, Scugog-Uxbridge, Thunder Bay, Vaughan, Whitby, Woodstock

**Service Type**

*Door to door*

Ajax-Pickering, Brantford, Cambridge, Cornwall, Dryden, Espanola, Hamilton-Wentworth, Hanover, Markham, Orillia, Sudbury, Thunder Bay, Timmins, Welland

*Curb to curb*

Belleville, Chatham, Cobourg, Fort Frances, Halton Hills, Leamington, Newmarket, Niagara Falls, North Bay, Richmond Hill, Sault Ste. Marie, Vaughan, Windsor, Woodstock

*Accessible door to accessible door*

Barrie, Burlington, Guelph, Kenora, Kingston, Kitchener-Waterloo, Lindsay, London, Milton, Newcastle, Oakville, Oshawa, Ottawa-Carleton, Paris, Peel, Peterborough, Renfrew, Sarnia, Scugog-Uxbridge, St. Catharines, Stratford, Toronto, Whitby

## No Minimum Call In Time

Barrie, Guelph, Hamilton-Wentworth, Markham,  
Renfrew, Sudbury, Toronto, Vaughan

## No Maximum Call In Times

Burlington, Cobourg, Espanola, Hamilton-Wentworth,  
Lindsay, Markham, Milton, Niagara Falls, Paris, Peel,  
Renfrew, Woodstock

## Operated By

### *Municipality*

Ajax-Pickering, Burlington, Cambridge, Cornwall,  
Espanola, Markham, Newmarket, North Bay, Oakville,  
Ottawa-Carleton, Peel, Peterborough, Richmond Hill,  
Sarnia, Sault Ste. Marie, St. Catharines, Timmins,  
Vaughan, Welland, Woodstock

### *Non-profit group*

Belleville, Chatham, Halton Hills, Kitchener-Waterloo,  
Lindsay, London, Milton, Newcastle, Orillia, Oshawa,  
Scugog-Uxbridge, Sudbury, Toronto, Whitby

## *Profit oriented contractor*

Barrie, Brantford, Cobourg, Dryden, Fort Frances,  
Guelph, Hamilton-Wentworth, Hanover, Kenora,  
Kingston, Leamington, Niagara Falls, Paris, Renfrew,  
Stratford, Thunder Bay, Windsor





